

March 6, 2019

State of Iowa Office of Chief Information Office
Attn: Iowa Broadband Grant Program – Review Committee
Hoover State Office Building
1305 E. Walnut
Des Moines, Ia. 50309

Toyne, Inc. is a manufacturer of fire apparatus located in Breda, Iowa. Our Company conducts business on a nation-wide basis through a distribution network consisting of 26 authorized dealers located throughout the United States. Our client base is nearly 100% local, state or federal governmental entities.

Our Company has had a close relationship with Western Iowa Networks/Breda Telephone Company (WIN) since Gib Toyne founded the company in 1942. We currently rely on WIN for all of our communications needs including VOIP telephone system, high speed fiber internet, cellular service and digital video (TV) service.

We are very satisfied with the product offering and prompt service we receive from WIN. It is comforting to know that we have them to insure the un-interrupted communications we need in our day to day operations. In today's world, this is critically important for our company to be successful in a very competitive industry.

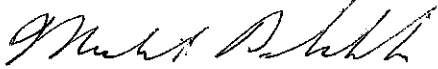
With the fiber network that WIN provides, we are able to provide substantial cost saving to our end user customers in many ways. The following are just a few examples:

- We are able to provide our distribution network with periodic tele-conferences to announce new product offerings, upgrades and other product educational information. This is a much more cost-effective method versus the traditional 'come to the factory' type meeting.
- We are able to provide the customer with 'virtual' inspections of their vehicle throughout the assembly process. This saves the customer thousands of dollars in travel expense and personnel costs.
- We are able to provide remote 'real time' diagnostic evaluations of the vehicle in the event of a mechanical issue. This provides the customer immediate knowledge of the severity of the issue and allows us to determine a recommended remedy. This allows the customer to return the vehicle to active service in a timely manner in order to provide the community with the fire protection service they expect.
- We are able to provide off site re-programming of the apparatus to allow the vehicle to function better to meet the needs of the customer. Every customer seems to have different operational guidelines and, as long as it falls within NFPA/FMVSS standards, we can remotely connect to the apparatus and program the vehicle to the customer's expectations.

As stated earlier, this is just a sampling of the benefits that the WIN fiber network brings to our Company. Located in a small community, we are very fortunate to have a provider that supports us like WIN does.

Please feel free to contact me if I can help in any other way.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael D. Schwabe". The signature is fluid and cursive, with the first name "Michael" being more prominent than the last name "Schwabe".

Michael D. Schwabe, President
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