

From:

Mike and Jacklyn Dodsworth

2937 N Drive

Parnell, Iowa 52325

To:

Office of the Chief Information Officer

200 E. Grand Ave.

Des Moines IA 50309

Dear Office of the Chief Information Officer,

Please find the attached documents and graphics in request for support for our grant consideration. We have been working with various internet service providers over the last 11 years while residing within the Rhino Ridge Homeowners Association and most recently working with Windstream Kinetic. According to recent mapping they have advised they can provide 100MB Downloads with 20MB Uploads. Per testing on March 13th, with clear skies, 32 degree day at 0930 in the morning, and with direct line of sight to the ISP providers tower, we were unable to obtain half of what we have been paying for or what the state has been advised we "can" achieve. Our ISP provider has told us many times we "can" reach speeds, ("up to" 100mbps) but that it is not guaranteed. I can safely say that 100 mbps has never happened for our household.

I work 100% remote with Pearson Education Company and my wife runs a home business full time, both requiring internet access. Shipping and website order fulfillment are crucial for any home business and that requires access to internet service that can meet current need and usage demands irregardless of a person's location. Current services due to topographic challenges and vegetation issues beyond our control, prohibit our ability to attain reliable satellite services or kinetic capability as the state was falsely represented.

Our children require access to internet services for schooling but due to inconsistent dependable speeds, they at times have to be taken to a friend's house in the next town to finish school projects. We have a child who wears an insulin pump and continuous glucose sensor which requires the internet to upload his medical device content to his physicians as well as to receive insulin pump software updates. We have a home security system which is lacking connectivity stability, this is a security service we pay a contractual fee for monthly yet we are unable to utilize half of its potential due to the dismal connection speeds we have more often than not.

Weather has been detrimental to our achievable speeds. We were also told directly by our technician when they came to adjust our satellite device that the Windstream towers were knowingly overloaded and would never be able to provide high speeds.

In addition to work, health and education communications, technology for the rural Iowa family requires increased access via internet services. Current services are intermittently reliable at best. Our rural community needs to be considered in the next round of grant applications for improved capabilities and options of fiber connectivity. Security, television, and general communications continue to move to this form of technology and we need wired access capabilities!

Our current provider: Windstream Kinetic.

Our Service: Unlimited 100MB Download 20MB Upload

(Actual Reflected in Speed Test)

Our current Cost: \$115/Month





Jonathan Wuebker <mjwuebker@gmail.com>

Please find the employer provided statement

1 message

Jacklyn Dodsworth <jhiner05@gmail.com>
To: Jonathan Wuebker <mjwuebker@gmail.com>

Wed, Mar 15, 2023 at 7:28 PM

From: Joe Cunningham <Joe.Cunningham@pearson.com>
Sent: Wednesday, March 15, 2023 5:30:49 AM
To: Mike Dodsworth <Mike.Dodsworth@pearson.com>
Subject: Mike Dodsworth Remote Working Requirements

To Whom It Concerns,

As the line manager for Mike Dodsworth at Pearson Education, Inc., I can confirm that as part of his role, he requires high-speed broadband to access/manage infrastructure and other remote IT systems.

If you require any further clarity of information, please let me know.

Regards,

Joe Cunningham

Data Center & Infrastructure Services Manager

Private Cloud & Networks (PC&N)

[80 Strand](#)

[London WC2R 0RL](#)

+44 20 7010 2026

Learn more at [pearson.com](https://www.pearson.com)



From:

March 17, 2023

Ron Hummer
2948 N Dr
Parnell, IA 52325

To:

Office of the Chief Information Officer
200 E. Grand Ave.
Des Moines IA 50309

Dear Office of the Chief Information Officer,

Please find the attached documents and graphics in request of support for our grant consideration. Over the last 7 ½ years residing in Rhino Ridge Homeowner's Association, we have had a severe lack of viable rural broadband alternatives. We are currently a customer of Windstream Kinetic. According to recent mapping they have advised they can provide 100MB/s Downloads with 20MB/s Uploads. Per testing on March 17, 2023, clear and sunny skies, 20-degree day at 8:20 in the morning, with direct line of sight to their tower, we were unable to attain even 9% of what we have been paying for or what the state has been advised we can achieve! (see lower right corner image of test results below)

I often work remote with two home-based businesses in addition to my regular business. My spouse is also self-employed and simple business tasks such as paying State of Iowa sales tax requires solid internet access. Our high school age child often requires access to internet services for homework but poor service and slow speeds often hinder any productivity to connect from home. Add to it the challenges of a global health pandemic over the last three years where at home internet usage increased substantially, our rural area suffers substantially.

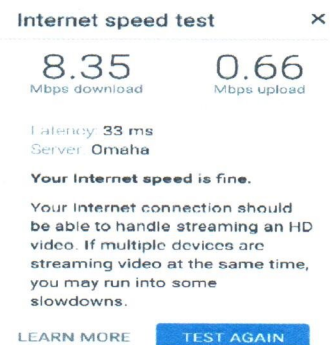
In addition to work and education communications, technology for the rural Iowa family require increased access via internet services. Current services are intermittently reliable at best. Our rural community needs to be considered in the next round of grant applications for improved capabilities and options of fiber connectivity. Security, television (think severe weather notifications), and general communications continue to move to this form of technology, and we need wired access capabilities!

Our current provider: Windstream Kinetic

- Advertised Service: Unlimited 100MB/s Download 20MB/s Upload

(Actual Reflected in Speed Test) →

- Our Current Cost: \$100.31/Month including fees and taxes
- Our Cost 17 months ago (Oct 2021): \$82.94/Month
- We've incurred a 21% price increase in 17 months w/substandard service and below broadband level speeds.



A comparison internet speed test two weeks prior on March 3rd, 2023 at 5:13 p.m. shows results at a rate of 1.37 MB/s or **>98% LOWER than Windstream's** advertised service of 100 MB/s download speed. See test results →

Windstream identifies our specific address as having one of the fastest broadband speeds in our area, while in fact, we have one of the very slowest.

By the FCC's very definition of broadband (25MB/s download and 3 MB/s upload), we are not even close. At 1.37 MB/s, we are slower than the average **dial up modem** service in 2006!

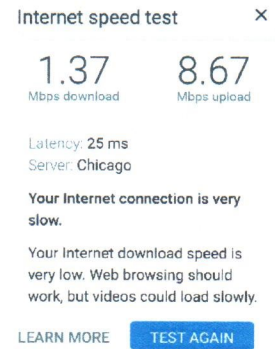
There are three points here.... 1.) Our current provider is misleading government agencies (and customers) by recording and communicating false data in order to protect this area from competition. It is neither "high speed" or "broadband". 2.) We have extremely slow internet that is not capable of supporting educational, work-from-home or other critical needs. 3.) Your agency's work is important, impactful and needed. Please help us by approving grant funding for this area as soon as possible!

Sincerely,



Ron Hummer

(319) 631-3909 - cell






THE BEST OF LIVE TV & ON-DEMAND

- Access the most popular networks, movies, news, live sports and more
- Four streaming packages to choose from

LEARN MORE at

<https://www.directv.com/stream/kinetic/>

or SCAN HERE



Your Kinetic account
at your fingertips – accessible
anytime, anywhere.

Visit
my.gokinetic.com or
scan the QR code to
download the
mobile app.



If you are paying multiple Windstream accounts with one check, please include the remittance slip for each account and note the account numbers on the memo line of your check. Thank you.

No Print Bill Due to NOP Trait

Control Number 505896

Page 1 of 4

Account number

091700610

Telephone number

715-069-2308

Invoice date

March 03, 2023

Please call Windstream Communications toll free or visit our website.

For Sales/Billing/Account Changes: 1-800-347-1991

For Repair/Technical Support: 1-800-347-1991

Website: windstream.com

RON HUMMER

2948 N DR

PARNELL IA 52325-8858

Service At-A-Glance

Previous Bill	\$100.31
Payments/Adjustments thru 03/01	\$100.31 CR
Amount Previously Due	\$0.00
Current Charges Due - 03/24/23	\$100.31
Total Amount Due	\$100.31

Ways to Pay My Bill

GO KINETIC APP or ONLINE:

Easily view and pay your bill, set up AutoPay, sign up for Paperless Billing, and more. Go to my.gokinetic.com, or download our mobile app by scanning the QR code or visiting Google Play or the App Store.



MAIL:

Send your check & payment slip to the below address.

IN PERSON:

To find the closest retail store near you, visit gokinetic.com/support.

BY PHONE:

For automated payments or to speak with a representative, call us at 1-800-347-1991.

Detach and return this payment slip with your check payable to WINDSTREAM IOWA COMMUNICATIONS.



ATTN: SUPPORT SERVICES
1720 GALLERIA BLVD
CHARLOTTE, NC 28270



Address Service Requested

RON HUMMER
2948 N DR
PARNELL IA 52325-8858

☐ Yes! I am interested in Windstream High-Speed Internet. Please contact me.

Account number

091700610

Telephone number

715-069-2308

Due date

March 24, 2023

Amount Due

\$100.31

Payment enclosed

\$

.

111 091700610 3

WINDSTREAM
PO BOX 9001908
LOUISVILLE, KY 40290-1908



☐ Check here for address changes noted on reverse side.

7000111000000009170061082303010000001003121



Pay Your Kinetic Bill Your Way

Online account management has never been easier. With Go Kinetic, **you can pay your bill online, set up AutoPay or Paperless Billing.** Create your Go Kinetic password today at my.gokinetic.com.

You'll have the freedom and ability to access, update and manage your account online – anytime, anywhere. With Go Kinetic, you can:

- View and pay your bill online
- Live chat
- Track your order & support requests
- Easily manage your Wi-Fi password, access and more
- Get the latest in special offers

**Download the
Go Kinetic app!**



**Scan here for the mobile app
Or visit my.gokinetic.com**

Use of Service

Use of the Services constitutes your agreement to Windstream's Terms and Conditions maintained at windstream.com/terms, or you may request a copy by calling the number at the top of the bill. See "Windstream Customer Message" section on this bill for any recent changes to Windstream's Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

Important Information for Customers Paying by Check

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically.

Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms.

We value your business and appreciate you selecting Windstream as your telecommunications provider.

Información importante para los clientes que pagan por cheque

Windstream puede convertir sus pagos por cheque a una transacción electrónica automática de débito (ACH en inglés). La transacción del débito aparecerá en su estado de cuenta del banco, aunque no se presentará su cheque a su institución financiera ni se le devolverá a usted. Esta transacción electrónica automática de débito no le inscribirá a usted en ningún proceso de débito automático de Windstream y solamente ocurrirá cada vez que se reciba un cheque. Cualquier reintegro debida a fondos insuficientes también podrá ocurrir electrónicamente.

Por favor tenga en cuenta que todas las transacciones de la cuenta corriente serán seguras y el pago por cheque constituye la aceptación de estas condiciones.

Agradecemos que sea nuestro cliente y apreciamos que haya elegido a Windstream como su proveedor de telecomunicaciones.

eCheck authorization: By entering the 5-digit zip code from my bill when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. EST on my specified payment date.

For a complete description of fees and taxes included on your bill, please visit windstream.com/billinfo.

Para obtener una descripción completa de las tarifas e impuestos incluidos en su factura, visite windstream.com/billinfo.

Return this portion with your payment.

Change of Address Effective Date ____ / ____ / ____

Name _____

Attention _____

New Address _____ Apt/Suite# _____

City _____ State _____ Zip _____

Business Phone _____ Home Phone _____

Windstream representatives are happy to answer your questions or concerns related to billing or service. To contact us, please call the number located at the top of page one. To view customer service hours by state and answers to FAQs, visit windstream.com/support.

Account number
091700610

Telephone number
715-069-2308

Invoice date
March 03, 2023

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS -02/11/23	100.31 CR	
TOTAL PAYMENTS AND ADJUSTMENTS		100.31 CR

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

WINDSTREAM	100.31	
CURRENT CHARGES DUE 03/24/23		100.31

WINDSTREAM DETAIL OF CURRENT CHARGES

Service from 03/01/23 to 03/31/23
Toll charge inquiries call 1-800-347-1991

SERVICES

1 HIGH-SPEED INTERNET PLAN	64.65	
1 MODEM RENTAL & PROTECTION	10.99	
1 KINETIC SPEED UP TO 100MBPS	10.00	
TOTAL SERVICES		85.64

SURCHARGES AND OTHER FEES

DEREGULATED ADMINISTRATION FEE	12.99	
TOTAL SURCHARGES AND OTHER FEES		12.99

TAXES

STATE TAX	1.44	
COUNTY TAX	.24	
TOTAL TAXES		1.68

TOTAL WINDSTREAM CHARGES		100.31
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SERVICE PROVIDER(S)

Your Local carrier is*:

WINDSTREAM IOWA COMMUNICATIONS	1-800-347-1991
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* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

REGULATORY INFORMATION

Failure to pay the total amount due for basic local service could result in suspension of those services and may be subject to collection actions. To avoid suspension of your basic local service, you must pay \$.77

Non-payment of all other non-basic services may result in the suspension of those services and may be subject to collection actions, but will not result in the suspension of your basic local service.

WINDSTREAM CUSTOMER MESSAGE

Windstream continues to work to provide the highest level of service and support to our Customers. Part of this service commitment includes providing Customers with the opportunity to have third party services charged to their windstream telephone bill as a convenience. While many Customers appreciate this convenience, we understand that it's not for everyone. Windstream always encourages customers to review their Windstream bill each month and contact the company if they are unsure about a charge on their windstream bill. And, in order to provide our Customers with a greater level of control and an additional layer of account protection, Windstream now offers the ability to block third party charges from your monthly telephone statement. This block will not apply to third party charges for Windstream-related services to which you subscribe (i.e. Dish, TechHelp, etc.), but will prevent unrelated services from appearing on your Windstream statement. This service is completely optional and free of charge. If you're interested in adding a third party block to your account,

WINDSTREAM CUSTOMER MESSAGE (cont'd)

please call a windstream representative at the phone number found at the top right hand corner of your statement.

Online payments must be made by 4:00 pm eastern time in order to post for the current day.

Windstream reserves the right to delete your windstream.net email account, without notice, if unused for one hundred and eighty (180) consecutive days. The contents of the email account will be unrecoverable once the account has been deleted.

Account number	Telephone number	Invoice date
091700610	715-069-2308	March 03, 2023

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From:

Todd Mumm

2936 N Drive

Parnell, Iowa 52325

TO:

Office of the Chief Information Officer

200 E. Grand Ave.

Des Moines IA 50309

Dear Office of the Chief Information Officer,

Please find the attached graphics in request support for our grant consideration. We have been working with various internet service providers over the last 15+ years of residing within the Rhino Ridge Homeowner's Association and most recently working with Windstream Kinetic. According to recent mapping they have advised they can provide 100MB Downloads with 20MB Uploads. Per testing on 19 March, clear skies, 41 degree day at 7PM, with direct line of sight to their tower, we were unable to attain even 20% of what we have been paying for.

I have the option of telework but internet service is too spotty for me to utilize. Current services due to topographic challenges and vegetation prohibit ability to attain reliable satellite services. Kinetic capability was falsely represented with the state. As we near spring this limited access will continue to diminish. Our 2 children still at home require access to internet services for schooling. One in high school and one in college. Due to unreliable services they must make a 30 mile round trip to access the nearest library simply to complete school work.

Our primary needs are education and general telecommunications. Current services are intermittently reliable with preferable weather. Security, television, and general communications continue to move to this form of technology and we need wired access capabilities!

Our current provider: Windstream Kinetic.

Our Service: Unlimited 100MB Download 20MB Upload

(Actual Reflected in Speed Test)

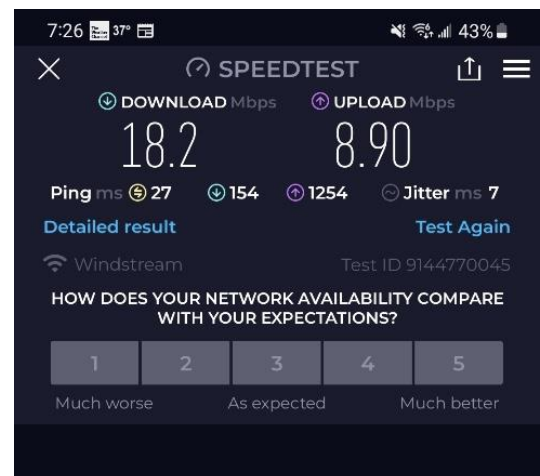
Our current Cost: \$120/Month + Taxes

Sincerely,

Todd Mumm

Todd Mumm

Rhino Ridge Resident



From:

Daniel and Julie Phillips

2932 N Drive

Parnell, IA 52325

TO:

Office of the Chief Information Officer

200 E. Grand Ave.

Des Moines, IA 50309

Dear Office of the Chief Information Officer,

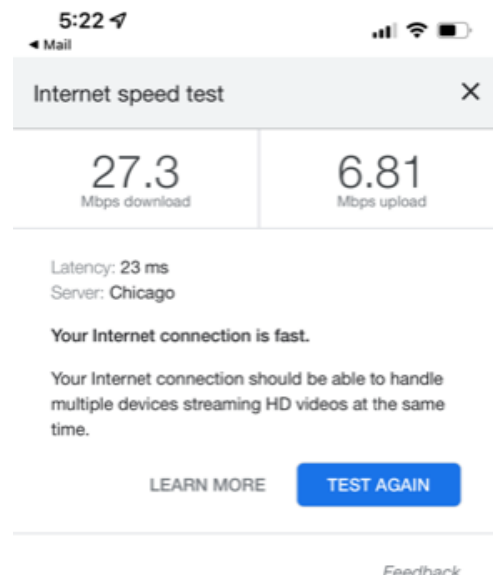
Please find the attached documents and graphics in request support for our Grand consideration. We have been working with various internet service providers over the last 5 years of residing within the Rhino Ridge Homeowners, Association and most recently working with Windstream Kinetic. According to recent mapping they have advised they can provide 100MB downloads with 20 MB Uploads.. Per testing on March 17 and 5:22 pm was getting 27.3 downloads and 6.81 uploads. This is better than normal for our household, we are usually averaging 10-14 downloads. Worse in the summer when the trees are filled out, we have had our antenna moved 3 times. Currently mounted on a HOA light pole to get service.

Currently we have 3 kids in high school that require internet access to do homework and 1 College student requiring access for classes. We currently run a business that requires 24hr access for billing and jobs. Currently have security cameras that also require access.

Our current provider: Windstream Kinetic

Our service: Unlimited 100Mb Download

Our current costs: \$114.84



From:

Richard and Lori Schaul

2328 290th Street

Parnell, Iowa 52325

TO:

Office of the Chief Information Officer

200 E. Grand Ave.

Des Moines IA 50309

Dear Office of the Chief Information Officer,

Please find the attached documents and graphics in request support for our grant consideration. We have been working with various internet service providers over the last 2 years of residing near the Rhino Ridge Homeowner's Association and most recently working with Starlink.

I work 100% remote requiring internet access. Current services due to topographic challenges and vegetation prohibit our ability to attain reliable satellite services or kinetic capability as the state was falsely represented with. Our only options is Starlink or use Windstream and cut down many trees on our property and place a 45-foot tall pole for line of site services which aren't guaranteed.

In addition to work, health and education communications, technology for the rural Iowa family require increased access via internet services. Current services are intermittently reliable at best. Our rural community needs to be considered in the next round of grant applications for improved capabilities and options of fiber connectivity. Security, television, and general communications continue to move to this form of technology and we need wired access capabilities!

Our current provider: Starlink

Our Service: Unlimited data

(Actual Reflected in Speed Test)

Our current Cost: \$120/Month



From:

Todd & Lisa Schmidt
2934 N Drive
Parnell, Iowa 52325

TO:

Office of the Chief Information Officer
200 E. Grand Ave.
Des Moines IA 50309

Dear Office of the Chief Information Officer,

Please find the attached documents and graphics in request support for our grant consideration. We have been working with two internet service providers over the last 10 years of residing within the Rhino Ridge Homeowner's Association including Windstream Kinetic. According to recent mapping they have advised they can provide 100MB Downloads with 20MB Uploads in the area. A site review by Windstream showed that our location was too low to get direct line of sight to their tower, so we were forced to stay with their telephone line 'high speed' service. The max upload speed we could get was 3MB on a good day. Therefore when US Cellular began to offer cell based internet Fall of 2022, we switched to them and fired Windstream!

Per testing on 14 March, clear skies, 34 degree day at 1330 in the afternoon, you can see that we now have almost 100MB upload but only 1.5MB download speed. This service throttles down to <1MB upload after 300GB monthly usage for the remainder of the month (see testing on 15 March).

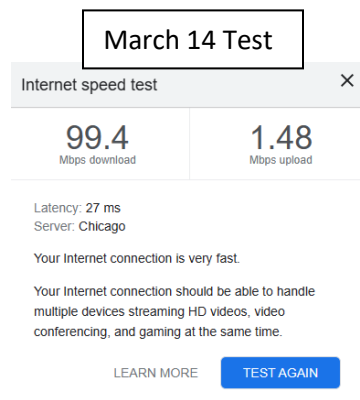
Both of us are retired and currently in good health but desire reliable internet should we require wireless monitoring medical equipment and devices in the future.

In addition to work, health and education communications, technology for the rural Iowa family require increased access via internet services. Current services are intermittently reliable at best. Our rural community needs to be considered in the next round of grant applications for improved capabilities and options of fiber connectivity. Security, television, and general communications continue to move to this form of technology and we need wired access capabilities!

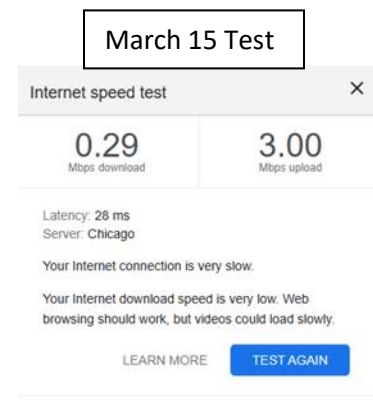
Our current provider: US Cellular.

Our Service: Limited 100MB Download
10MB Upload
(Actual Reflected in Speed Test)

Our current Cost: \$70/Month + Taxes



Feedback



Feedback

From: Kyle and Diana Von Stein

2949 N Drive

Parnell, Iowa 52325

To: Office of the Chief Information Officer

200 E Grand Ave.

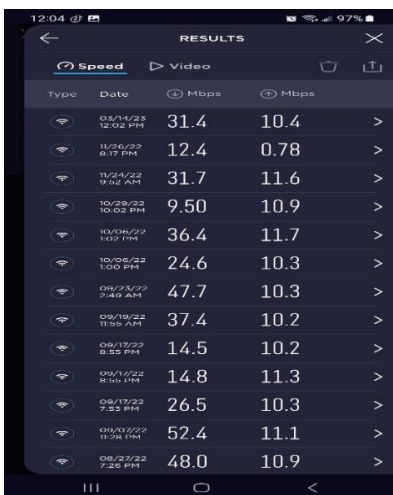
Des Moines, IA 50309

Dear Office of the Chief Information Officer,

We have attempted to find the most reliable, fastest internet service. We have lived in the Rhino Ridge Homeowner's Association for the past 14 years. We have internet service with Windstream Kinetic. According to recent mapping, they have advised they can provide 100MB Downloads with 20MB Uploads. Per the testing results included in this letter, we were unable to attain even a fraction of what we have been paying for or what the state has been advised we can achieve! The current OCIO Broadband Map shows that our home is an **Ineligible* location**. This is INCORRECT!

I work 100% from home for the Iowa Department of Health and Human Services. My spouse is an independent business owner who works from home and requires internet access also. Current services due to topographic challenges and vegetation prohibit our ability to obtain reliable satellite services or kinetic capability as the state was falsely represented with. Our only options are to remove trees and place a tall pole for line of site services which are not guaranteed. Our children require internet services for school work but due to inaccessibility now need to travel 30 miles round trip to the nearest library to complete their work.

In addition to work and education needs, technology for the rural Iowa family for managing their online banking, seeing a healthcare provider via telehealth, and entertainment require increased access via internet services. Our current services are intermittently reliable at best. Our rural community needs to be considered in the next round of grant applications for improved capabilities and options for fiber connectivity. Security, television, and general communications continue to move to the form of technology and we need wired access capabilities!



Type	Date	Download Mbps	Upload Mbps	
Wi-Fi	05/14/22 12:02 PM	31.4	10.4	>
Wi-Fi	11/26/22 8:17 PM	12.4	0.78	>
Wi-Fi	11/24/22 9:02 AM	31.7	11.6	>
Wi-Fi	10/28/23 10:02 PM	9.50	10.9	>
Wi-Fi	10/18/22 1:52 PM	36.4	11.7	>
Wi-Fi	10/08/22 1:00 PM	24.6	10.3	>
Wi-Fi	09/23/22 2:49 AM	47.7	10.3	>
Wi-Fi	09/19/22 11:56 AM	37.4	10.2	>
Wi-Fi	09/17/22 8:55 PM	14.5	10.2	>
Wi-Fi	09/16/22 8:00 PM	14.8	11.3	>
Wi-Fi	09/17/22 7:53 PM	26.5	10.3	>
Wi-Fi	09/10/22 11:58 PM	52.4	11.1	>
Wi-Fi	08/27/22 7:20 PM	48.0	10.9	>

Our current provider: Windstream Kinetic

Our Service: Unlimited 100MB Download; 20MB Upload

Our current cost: \$70/Month + Taxes

From:

Jonathan D. Wuebker

2933 N Drive

Parnell, Iowa 52325

TO:

Office of the Chief Information Officer

200 E. Grand Ave.

Des Moines IA 50309

Dear Office of the Chief Information Officer,

Please find the attached documents and graphics in request support for our grant consideration. We have been working with various internet service providers over the last 5 years of residing within the Rhino Ridge Homeowner's Association and most recently working with Windstream Kinetic. According to recent mapping they have advised they can provide 100MB Downloads with 20MB Uploads. Per testing on 14 March, clear skies, 32 degree day at 0830 in the morning, with direct line of sight to their tower, we were unable to attain even 50% of what we have been paying for or what the state has been advised we can achieve!

I work 100% remote as does my spouse with an Iowa Community College requiring internet access. Current services due to topographic challenges and vegetation prohibit our ability to attain reliable satellite services or kinetic capability as the state was falsely represented with. As we near spring this limited access will continue to diminish. Our only options are to cut down the few trees of our area and place a 45-foot tall pole for line of site services which aren't guaranteed. Our 2 children require access to internet services for schooling, but due to inaccessibility at times require a 30 mile round trip to access the nearest library simply to complete school work. We have aging family members that additionally require internet access for medical equipment when they are stay with us. Instead we must rent hotels for them to use their monitoring equipment.

In addition to work, health, and education communications we require internet services technology for the rural Iowa family simply to access simple television services at times. Current services are intermittently reliable at best. Our rural community needs to be considered in the next round of grant applications for improved capabilities and options of fiber connectivity. Security, television, and general communications continue to move to this form of technology and we need wired access capabilities!

I've included some information regarding our current options of internet services with satellite, cellular, and kinetic but unfortunately all are impacted by weather, spring vegetation, and now even the wind generators that are being put up in our area.

Hughes Net – 75MB/Month - \$120/Month

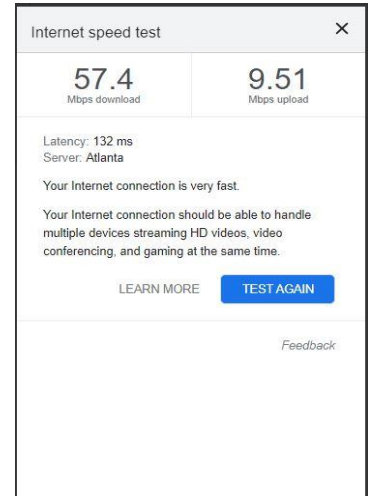
Verizon Hotspot via cellular phone – Unlimited Data on phone at \$165/month

Our current provider: Windstream Kinetic.

Our Service: Unlimited 100MB Download 20MB Upload

(Actual Reflected in Speed Test)

Our current Cost: \$70/Month + Taxes



We would greatly appreciate your consideration of funding for a telecommunications company to bid on our area to be able to provide us with reliable internet and charge us at a rate which we are receiving vs charging us for a rate that cannot be achieved via our location and overloading of service towers per technicians feedback.

Respectfully,

Jonathan D. Wuebker

Jonathan D. Wuebker

Resident at Rhino Ridge HOA

Board Member of Rhino Ridge HOA

Tom Drahos
2914 N Dr
Parnell, IA 52325

March 21, 2023

Office of the Chief Information Officer
200 E. Grand Ave.
Des Moines, IA 50309

Dear Office of the Chief Information Officer,

I am writing this letter in support of the grant application for improved internet connectivity -- specifically fiber-optic internet -- for our neighborhood. Currently we are using Windstream Kinetic for our internet service provider. We were originally using their DSL service but due to the incredibly slow speeds, we were forced to upgrade to their satellite service. In order to do this, we had to erect a flagpole over 30 feet high and attach satellite receivers to it. Unfortunately, not only is this unsightly, but it has also been highly ineffective. Our quoted internet speed is 100/20 mbps (download/upload). However, as you can see on the below speed test, we receive well below that speed. We regularly have our connection drop, receive ping values of greater than 100 ms and even have speeds as low as 10 mbps during peak use hours.

I work as a PA in family medicine and several times per week I perform "on-call" after-hours services for my patients. During this time, not only do I have to use the internet to look up their medical charts, but I also must use streaming video for telemedicine. These video visits are frequently choppy, have high latency and key parts of communication can be missed. When the internet goes down completely, I am left without access to their medical charts and the ability to send in potentially life-saving medication.

In addition to my work, my children have schoolwork that is difficult to do because of our slow connection. Furthermore, many "family movie nights" have been stopped midway through because our internet connection drops or is not fast enough to stream video.

As the world continues to move its services, communications and entertainment online, the passage of time will only see our rural community become underserved to a greater degree by our current internet service provider. Therefore, I ask that we are considered in the next round of grant applications for improved capabilities and options of fiber connectivity. Your time and consideration are greatly appreciated.

Sincerely,

Tom Drahos

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