

2.2.4. Demonstrated Experience. *This form requires information about Applicant's demonstrated experience in provisioning Broadband across the State of Iowa. Applicant shall include relevant information about their experience that has prepared them to deploy their Project, such as, for example, community partnerships and services; number of years in business; number of years of experience providing the types of services sought by this NOFA; if the Applicant is a relatively new provider/market entrant, an explanation of the benefits, if any, of being a newer provider/market entrant; the level of technical experience in providing the types of services sought by this NOFA; or any other information that would aid the Office in assessing whether Applicant is a Responsible Applicant. An Applicant may also submit references from up to three (3) current or previous customers or clients knowledgeable of Applicant's performance in providing services similar to the services described in this NOFA, including contact information for each reference.*

ImOn Communications has been providing broadband services to the Cedar Rapids metropolitan area since the Company was founded in 2007 and was the first to bring fiber-to-the-home services to Cedar Rapids in 2011. The company expanded their fiber broadband offering into the Iowa City market in 2015 and the Dubuque market in 2018. ImOn has a proven track record of continually updating technology, adding capacity to their network, and adding functionality to their network systems. Today, ImOn can provide 100/20 broadband services anywhere within its footprint.

ImOn has built a reputation for providing high quality service backed by superior customer support. As evidenced by service uptime over 99.9%, two-day install and service turnaround times, and local, 24-7 phone support with proactive follow-up, ImOn delivers on its promise to customers.

Throughout its history, ImOn has prided itself on establishing strong relationships with the communities it serves and has long operated on the principle that the communities it serves should be better off because ImOn is there. To that end, in addition to charitable giving and volunteerism, ImOn provides free community Wi-Fi in various portions of the Cedar Rapids, Iowa City and Dubuque markets. In response to the COVID-19 pandemic, ImOn has increased the number of free community Wi-Fi locations and has also partnered with school districts on solutions to help facilitate remote learning.