

8/3/2020

Kalona Cooperative Technology Company Mail - Shelangoski (waters edge)



Kelly Grout &lt;kelly.grout@kctc.net&gt;

Censustract

191839605

Shelangoski (waters edge)

Block

1187

2 messages

Brad &amp; Katie Shelangoski &lt;bkshehangoski@gmail.com&gt;

Sun, Aug 2, 2020 at 4:24 PM

To: accounting@kctc.net

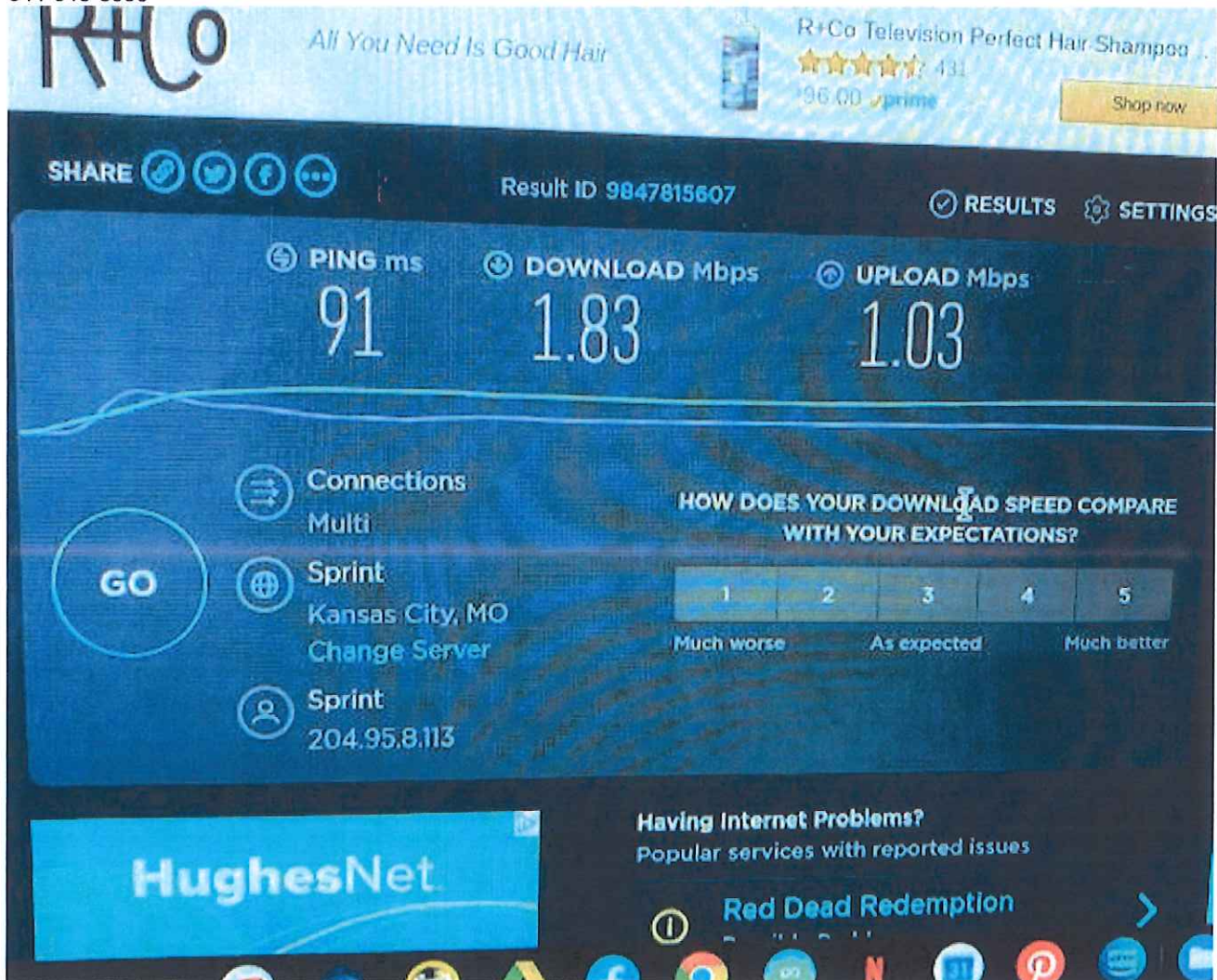
I was informed by some neighbors to notify you of our download speeds as it has been rumored that we have adequate service out here and that is NOT the case: We currently have cloudburst and struggle to stream or use internet on almost a daily basis. This worsens in the high volume times (summer, every evening, quarantine during school year) when we aren't able to use any service as the servers are not able to handle the volume. We are really hoping to obtain your services in our development. Here is my information.

Current service: cloudburst

Name: Kate Shelangoski

2459 Goodwin Dr Washington IA 52353

641-919-5990



Sent from my iPhone

Sent from my iPhone

8/3/2020

Kalona Cooperative Technology Company Mail - Windstream Speed Test



Kelly Grout &lt;kelly.grout@kctc.net&gt;

Census Tract -

**Windstream Speed Test**

2 messages

191839605

Terry M. Engelken <tengelken@washsb.com>  
To: "accounting@kctc.net" <accounting@kctc.net>

Block 188

Fri, Jul 31, 2020 at 4:27 PM

Here is a screen shot of the Windstream Speed test for my house at [2458 Goodwin Dr., Washington, IA 52353](#). We have complained and asked for a higher speed, but our service person said they couldn't do anything for us. My son was sent home from Iowa State University to finish classes on line and we had to purchase a mobile hotspot so he could listen to his lectures and classes. I also worked from home and if I did not use a hot spot, I couldn't open most of the files that I needed to work on since the speed was too slow. Many times we are not able to open attachments in our emails or view videos from face book and other sources due to the very slow speed.

Terry Engelken  
[2458 Goodwin Dr.](#)  
Washington, IA [52353](#)

**Terry M. Engelken**

Vice President/Lender

NMLS ID #775496



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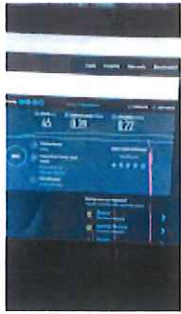


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98K

8/3/2020

Kalona Cooperative Technology Company Mail - Windstream Speed Test



**Kelly Grout** <kelly.grout@kctc.net>  
To: Casey Peck <casey.peck@kctc.net>

Fri, Jul 31, 2020 at 4:34 PM

Terry is in:  
183  
9605  
block 1188

**Kelly Grout**  
Product Development Manager  
[Quoted text hidden]



Resized952020072795184323954121.jpg  
98K

8/3/2020

Kalona Cooperative Technology Company Mail - Internet Fiber Request



Kelly Grout &lt;kelly.grout@kctc.net&gt;

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**Internet Fiber Request**

1 message

**'Tim Messinger' via Accounting** <accounting@kctc.net>

Sat, Aug 1, 2020 at 8:58 AM

Reply-To: Tim Messinger &lt;timmessinger@yahoo.com&gt;

To: accounting@kctc.net

Hi,

Here is a screenshot of a speed test we did with our Windstream internet. We had requested faster speeds but were told that it wasn't available. We have since cancelled obviously and in are in bad need for faster internet.

Thank you,  
Tim Messinger

Census Tract  
191839605  
Block 1188

Address - 2464 Robbins Ct  
Washington IA 52353

8/3/2020

Kalona Cooperative Technology Company Mail - Internet Fiber Request

