



## MiBroadband, LLC Demonstrated Experience

MiBroadband, LLC was formed in 2018 as a partnership between Mabel Cooperative Telephone Company, MiEnergy Cooperative and Spring Grove Communications. While MiBroadband is a new company, the three ownership companies are long serving cooperatives. Mabel Cooperative Telephone Company and Spring Grove Communications are both telecommunications cooperatives with at least 50 years of experience in the telecommunications industry.

As part of a shared management and services agreement, the operational and management services for MiBroadband are provided by Harmony Telephone Company. Harmony Telephone Company is a rural independent local exchange service provider which has been in operation since 1945. In 2002, Harmony Telephone Company began providing broadband services utilizing copper plant facilities and in 2013 began utilizing fixed wireless broadband facilities. The fixed wireless broadband operations were transitioned to MiBroadband upon its creation in 2018. Harmony Telephone Company also has experience upgrading infrastructure to include fiber-to-the-premise.

The team at Harmony Telephone Company has the experience and dedication to support the MiBroadband Florenceville FTTP Project. The mission for MiBroadband is to provide broadband services where residents and businesses are currently unserved or underserved and the entire staff has a passion for helping consumers meet their broadband needs.

**Chief Executive Officer, Jill Huffman** – Jill began her career in telecommunications at Harmony Telephone Company in 2004 as an accountant and was subsequently promoted to Vice President of Operations. In 2018, Jill joined Spring Grove Communications as Chief Executive Officer and through a management agreement continues to serve as the Chief Executive Officer for MiBroadband and the Chief Operating Officer for Harmony Telephone Company.

**Network Operations Manager, Barry Churchill** – Barry also joined the Harmony Telephone Company team in 2004 as a Customer Networking and Central Office Technician. In 2020, Barry was promoted to Network Operations Manager and oversees all networks, installation and repair technicians and ensures the network performs at optimal capacity.

**Customer Experience and Sales Supervisor, Alissa Stelpflug** – With 13 years of experience at Harmony Telephone Company, Alissa is poised to handle all the customer service, sales and marketing tasks this project incorporates. Alissa has extensive knowledge of all customer support platforms in order to ensure compliance and that future customers will have a trouble free experience.

**Accounting Manager, Marsha LaFreniere** – Marsha's accounting position is shared across three broadband providers giving her excellent exposure to not only financial accounting but compliance with



program grants and loans. As a controller with her previous company, Marsha has an in-depth understanding of the need for compliance with all grant and loan award terms as well as the compilation of data for reporting and financial statement completion.

**Technical Staff** – The technicians for Harmony Telephone Company and MiBroadband have extensive knowledge and experience with central office, both company and customer networks, network and device troubleshooting, plant maintenance and inside wiring. These technicians have expertise with infrastructure consisting of fiber optics, copper, fixed wireless and coax. Our company culture revolves around a total customer experience for optimal broadband service. We assist customers with all their needs from the core network to all connected devices within the home.

**Customer Experience** – Our customer experience representatives are trained not only in traditional customer service duties but also serve as help desk representatives for technical support. They are extremely knowledgeable in all of our customer management platforms and are well versed in ongoing service support and can assist subscribers with all of their broadband inquiries. These representatives understand it's not enough to provide a connection to a customer. We must be able to help our customers fully utilize their broadband connection.

The references we have included are a testament to the commitment MiBroadband brings to providing broadband services in the rural area we serve. We strive to work with our customers and communities to understand their needs, obstacles they may face and assisting with developing solutions to resolve these.