

July 31, 2020

To: Patrice Carroll
CEO
ImOn Communications

From: Jim Hoffman
325 Innes Way
Cedar Rapids, IA 52403

RE: Broadband Service in our neighborhood

Patrice, as a resident of the Bannockburn Development on the East side of Cedar Rapids, I wanted to bring to your attention the lack of high-speed, reliable broadband internet service to our neighborhood. We have had discussions with literally all the wireline providers in our area, and no one has been able to deliver service ultimately. Our only source has been a line-of-sight wireless provider, but in many cases, due to the topography of our area, being able to 'see' the tower and get service has been difficult or impossible. In addition, even when you can get service, the speeds are very slow, in most cases maxing at 15 Mbps down and 3 Mbps up. Because the service is a line of sight, it can also be intermittent due to trees, etc.

With the circumstances we all face due to the pandemic, working from home and distance learning have become critical and non-optional. As a result, as head of our development committee, and on behalf of other residents not served in our area, I would urge you to make every effort to consider a build.

If you have any questions or comments, I'd be glad to discuss further. Thank you for your consideration.