

Cedar Falls Utilities (CFU) provides world-class connectivity to the citizens of Cedar Falls, Iowa and surrounding communities.

Cedar Falls was one of the first cities in the nation with fiber optic infrastructure. In 1994, no provider offered high-speed internet service in Cedar Falls, and the companies then serving the town had no plans to upgrade their networks any time soon. Citizens were not willing to wait, and passed a referendum that founded our community broadband service and tasked CFU with designing, building and running it. CFU connected the first internet customer in 1996.

CFU has continuously reinvested to stay on the front edge of broadband speed and reliability. CFU completed a city-wide upgrade to fiber optic service in 2013, making Cedar Falls one of the nation's first gigabit cities. The CFU network brings fiber optic cable to every home and business in our city and stretches into our rural service territory. High-speed internet, cable television and phone service are offered over the CFU broadband network. In addition, CFU supplies point-to-point internet services to a large number of local businesses.

In 2020, the network was upgraded to 10 gigabit infrastructure. Cedar Falls is again a leader in broadband speeds and one of the few 10 gigabit communities in the country. CFU's broadband service has helped local businesses innovate, compete and grow.

The Cedar Falls Utilities network has received some important outside recognition. President Obama recognized the strength of the Cedar Falls Utilities network in 2015 when he visited Cedar Falls and held CFU up as an example of a broadband success story.

In addition, PC Mag named Cedar Falls Utilities the fastest internet service provider in the country in 2020. PC Mag hosts an online speed test, and internet users across the country use the test to see how their internet provider is performing. CFU came out on top in 2020, beating giant internet providers from around the U.S. like Google Fiber and Verizon Fios.

About 90% of Cedar Falls households and businesses have fiber internet service from CFU. One strength of companies like CFU is prompt, responsive local service. CFU's crews are on call 24/7/365 to connect customers and keep them in service. Customer support is provided seven days a week by our local Help Desk associates. In the rare event of a service outage, local crews are dispatched day or night, any day of the week.

In 2018, the utility paid its last loan payment and moves forward debt-free. Debt-free operations allow Cedar Falls Utilities to continue to offer reasonable rates and innovative services.

CFU's rates are lower than competing providers for similar service plans. Rather than charging as much as the market will bear to maximize profit, CFU's local Board of Trustees sets rates as low as possible.

Twice per year, we compare CFU's broadband and TV rates to a group of 20 peer cities in Iowa. The most recent rate comparison shows that CFU subscribers save more than \$5 million a year on these services, compared with the average peer-city rates. That equals around \$35 per month in savings for our average customer with TV and internet service.

The CFU fiber network does not end at the city limits. CFU has one-hop, fully diverse fiber paths to the three most highly connected internet backbone networks. If one of the upstream connections suffers a fiber cut, customers never know the difference. CFU can serve 100% of system demand

through any two of our three transport paths and upstream providers. This robust external network means lower costs, higher reliability and better performance due to lower latency.