

## Demonstrated Experience

Farmers and Merchants Mutual Telephone Company/FarmTel Communications

Application 415361

FarmTel Communications (FarmTel), established in 1938 in Wayland, Iowa, lives by its mission statement, "Bringing the world to our customers through innovative telecommunications solutions with excellent service."

Farmers and Merchants Mutual Telephone Company, d/b/a FarmTel, is an independent telephone company that has been in business more than 75 years. In 2006, and in an effort to provide state-of-the-art services, FarmTel removed outdated telephone plant and replaced it with fiber-to-the-home (FTTH) facilities within the local exchange and surrounding areas. FarmTel prides itself on providing real-time customer service to its subscribers. Along with telephone services, FarmTel also provides various products and communication services through their FTTH technology such as cable television, fiber optic splicing services, fiber optic Internet service, wireless broadband service along with e-Tech services, anti-virus solutions, backup and data recovery assistance, customer tower climbing, home network consulting and phone systems.

There are currently seven employees. The Chief Operations Officer is Ray Fear and the Fixed Wireless Manager is Sterling Rex. The applicant is an ETC and has more than 1,000 broadband customers. The staff at FarmTel take pride in the services offered and the personal attention given. Here are a few subscriber testimonials.

- *"We have been customers of FarmTel for more than 10 years. We recommend them to everyone we know and will continue to do so. They have helped us many times over the years update our service to meet our changing needs. We always find them to be knowledgeable and helpful and go far above the normal "decent customer service." They offer a high-speed internet service reaching our rural home, great service and at a reasonable price. What more can you ask for?"*
- *"Farmers & Merchants Mutual Telephone Company was wonderful to work with when choosing a new phone system. The staff at FarmTel really listened to our needs and provided all the essential information on the phone systems and services they provide. They really helped us select the best phone system to fit what we wanted, provided excellent customer service and transitioned us to the new phone system seamlessly."*
- *"Thank you to all FarmTel staff for excellent SERVICE!! Customer service today is so often lacking; but not at Farmtel. THEIR SERVICE IS ALIVE AND WELL."*

Whether you're a consumer needing local utility services, a small business trying to connect to the world or a large company trying to keep in contact with your customers, vendors and remote locations, FarmTel Communications has a solution.

For additional information, please visit <https://www.farmtelcommunications.com/>.