

Demonstrated Experience

This form requires information about Applicant's demonstrated experience in the provisioning of Broadband across the State of Iowa. Applicant shall include relevant information about their experience that has prepared them to deploy their proposed Project, such as, for example community partnerships and service; number of years in business; number of years' experience provide the types of services sought by this NOFA; if the Applicant is a relatively new provider/market entrant an explanation of the benefits, if any of being a newer provider. Market entrant; or the level of technical experience in providing the types of services sought by this NOFA.

For over 73 years, Farmers Cooperative Telephone Company (FCTC) has been a proud supporter of its communities and prides itself with its efforts to spur growth and invest in other businesses as well as bringing new ideas to the areas it serves. In keeping up with its industry peers, FCTC has worked to keep its communities served with the latest technologies.

FCTC has been serving the areas of Dysart and Clutier since 1947. FCTC continues to move forward with expanding its fiber footprint and deploy high-speed broadband service to every location within its exchange. Currently, FCTC is working to finish its fiber project within the city limits of Dysart.

FCTC's service offerings include voice, long distance, broadband and video services. Additionally, FCTC has deployed fiber to several cell tower sites within and outside its exchange area. FCTC is committed to expanding outside its general business practices by providing additional services such as computer set up and repair, camera installation and support, smart home devices as well as options to shop local by providing retail items such as phones, answering machines, routers, streaming devices, televisions, Traeger grills and other associated products.

FCTC technicians educate its customers during installation on the process of rebooting equipment, connecting devices, utilizing speed tests, upgrading routers as well as how the number of connected devices and users on the network will impact their speeds. Additionally, FCTC offers 24/7 customer support to give each subscriber peace of mind that assistance is available if needed.

As demonstrated above, FCTC continues to invest in expanding its fiber network to provide the best broadband service available to its existing service areas and beyond.

The resumes of key FCTC team members are included to provide further evidence of FCTC's ability to successfully implement the proposed Dysart Rural Fiber Project.

FCTC is a financially viable organization with the capability to meet all financial requirements outlined in this project. FCTC has a history of continued business success and meeting financial obligations within the communities they serve.

FCTC Management Bios:

- **Wade Wilson, Board President**

Farmers Cooperative Telephone Company 2001 – present

Wade was raised on a farm in the Dysart area and earned a bachelors at Iowa State. He spent several years working for Pioneer Hi-Bred and ultimately started his own farming operation in Dysart which he has continued to grow for 33 years. He adopted 2 boys who were also raised in Dysart and have since moved on to pursue their own interests. Wade has been a valuable member of the FCTC board for 20 years guiding in the transition of management teams, general business practices and putting his business knowledge at the forefront of decision making. All while continuing to contribute to the community.

- **George Hayek, Vice President**

Farmers Cooperative Telephone Company 1985 – present

George was born and raised in Clutier which one of FCTC's exchanges. George is a military veteran, and upon completing his service he returned to the area to raise his family. George started his farming operation over 50 years ago where he continues to work today. He has served on various boards and committees while contributing to FCTC's board for 36 years.

- **Mandy Brown, Board Secretary/Treasurer**

Farmers Cooperative Telephone Company 2013 - present

Mandy lives in Dysart with her husband and two children. She has been instrumental in facilitating the construction of Little Knights Learning Center's new facility in Dysart which is set to open in August of 2021. Mandy is an active volunteer for Club Dysart, Board Member of Little Knights Learning Center and Branch Manager / VP of Northeast Security Bank in Dysart.

With her deep roots in the community coupled with her expansive financial background, Mandy has been a great asset to FCTC particularly while helping to make decisions regarding the fiber build within Dysart city limits.

FCTC's remaining 4 directors; Kevin Eikamp, Mike Harvey, Lynne Ternus & Eric Taylor have a combined 52 years serving on our board.

- **Shelly Franzenburg, General Manager 2018 – present**

Shelly grew up in a neighboring community to Dysart where she also chose to raise her family. She has worked in various capacities within the telecom industry since 1995. Most recently working with a neighboring telecom company during their fiber build for 7 years prior to transitioning to Farmers Cooperative Telephone Company (FCTC). Since joining the team in Dysart, Shelly is on track to complete the fiber build within the city limits by having all remaining homes converted by years end.

- **Stefanie Lorenzen, Operations Manager 2003 – present**

Growing up in a neighboring community, ultimately marrying and raising her family in Dysart, Stefanie's ties run deep within the community through work, family & volunteerism. During the past 18 years she has been through several key staff retirements and in turn has guided new employees through the learning curve of joining a new company. Stefanie has played a key role in keeping projects on task with the town fiber build.

- **Glen Sailsbury, Plant Technician 1992 – present**

In 1992 Glen relocated his family from Ames to Dysart to accept a position with FCTC. Here he has raised his children, spent many years volunteering, and continues to be extremely active in his church. For 29 years Glen has played an integral role in keeping our members service running smoothly and they have become accustomed to 'leaving the door open' for Glen. He has seen the evolution of technology through almost 3 decades with FCTC and continues to be an asset.

FCTC's remaining 3 employees; Barry, Devin & Cassidy have a combined 45 years telecom experience.