

Palo Cooperative Telephone Association
Broadband Grant Program – Empower Rural Iowa
NOFA #006

Demonstrated Experience

Incorporated in 1920 as Palo Mutual Telephone Company, Palo Cooperative Telephone Association (Palo) has been serving its customers for over 100 years. Today, Palo serves the community of Palo with phone, video, and Internet services, and Cedar Rapids with Internet services.

Since 2014 Palo's exchange has benefited from their fiber-to-the-home deployment. As a result, Palo has an extensive history of fiber network builds, broadband project success and implementation. The bios of key Palo team members are included as further evidence of their ability to successfully implement the proposed Palo Expansion 2021. Combined, they bring 44 years of leadership and telecommunications experience to the project. Furthermore, Palo's support staff provides an additional 39 years of collective telecommunications experience. This knowledge ensures Palo is quite capable of fulfilling the infrastructure requirements contained in NOFA #006.

Palo is a financially viable organization with the capacity to meet all financial requirements outlined in this project.

Erin Petersen

General Manager

Palo Cooperative Telephone Association

807 2nd St. Palo, IA 52324

I have been the General Manager at PCTA for three years now, during this time I have effectively led my staff on the installation of 88 new fiber to the home connections. Palo Cooperative Telephone Association is in the position and ready to add to our membership by providing fiber to the home service to the areas stated in the Palo Expansion 2021 project defined areas.

During these past three years I have led through adverse changes, seen and unforeseen. I was instrumental in making changes such as;

24/7 technical support on all services, phone, internet, and IPTV cable,

Upgrading our current internal network from 4G to 40G,

Replacing our Fiber Connection to our Fiber Ring,

Shorting the distance of our Connection to our Fiber Ring,

Upgrading our internal networking software to SAAS,

Upgrading all our current member's internet by 20M x 10M,

Maintaining full services with no outages during the August 2020 Derecho,

Going paperless to become a partner in leaving behind a smaller footprint,

Offering Online Bill Pay options,

Continuing to service existing and provide new service to new Customers throughout the COVID19 Pandemic,

Upgrading our cable to IPTV Digital Cable only and sunseting RF Analog Cable,

Upgraded all our internal computers, locating and OTDR Equipment,

Installing service to new homes and businesses from Palo into Hiawatha off Blairs Ferry Rd up to Edgewood Rd.,

I have collectively been in telco industry for six years and have successfully managed the daily working of the inside and outside plant, day to day operations as well as the financials for the cooperative. Prior to managing in telco, I managed a successful sales business with cost sales over one million dollars each year.

Kevin O'Neil

Palo Cooperative Telephone Association
807 2nd St
Palo, IA 52324

SUMMARY

Analytical Technician/Supervisor with over 33 years of experience in telecommunications systems and a proven record of management and employee supervision.

PROFESSIONAL EXPERIENCE

Palo Cooperative Telephone Association, Palo, IA

2019 to Current

Network Operations Supervisor,

- Responsible for installation, maintenance, and growth of the Cooperative's FTTH internet, voice, and IPTV network including fiber optic cable, Adtran TA5000, L2/L3 switches, Ribbon C15, Ciena 6500, and all associated plant infrastructure.

BlueStream, Faribault, MN

2011 to 2019

Installer III,

- Equipment installations for AT&T, CenturyLink, Windstream, Verizon, TMO

National Electric, LLC, South Bend, IN

2008 to 2011

Supervisor/Installer,

- Managed low voltage wiring and Fire protection system installation.

Logan Communications, Cedar Rapids, IA

2004 to 2008

Senior Installation Technician,

- Installed and serviced Hospitality VoIP PBX, Voice Mail, and Call Accounting Systems
- Job included extensive nationwide travel to accomplish installation and repairs.

BiState Telesource, Wilton, IA

Installation Technician,

2002 to 2004

- Installed and serviced business Telephone systems.

Global Crossing, Cedar Rapids, IA

1993 to 2002

Senior Manager of Network Operations, 2000-2002

- Responsible for operations group that maintained long distance switching equipment, network and enhanced calling card platform. Achieved platform reliability of 99.98%-100%.
- Managed and oversaw daily activities of 10 employees in the operations group.

Manager of Call Processing, 1998-2000

- Provided professional guidance to diverse technical group.

Supervisor/Team Leader, 1996-1998

- Motivated and managed technical group. Researched and recommended telecommunications equipment.
- Negotiated vendor purchases resulting in a department savings of \$250,000

Site Technician, 1993-1996

- Promoted from Technician I to II. Recognized by supervisors for willingness to accept additional responsibility and train others to maintain switching equipment.

SUPERVISORY TRAINING

Conflict Management and Confrontation Skills, Preventing Workplace Violence, Diversity in the Workplace, Bargaining with Vendors and Suppliers.