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**From:** Stacey Feldman <SFeldman@co.plymouth.ia.us>

**Sent:** Friday, July 23, 2021 4:49 PM

**To:** acctinfo@westelsystems.com

**Subject:** Letter of Support

Westel Communications,

This email/letter is in support of your application to seek grant funding from the State of Iowa via the Empower Rural Iowa Broadband Grant Program, to make improvements to the communication system in parts of Plymouth County, specifically near Woodlands Estates, a rural residential housing subdivision in America Township, northeast of Le Mars.

This subdivision currently has 5 homeowners, with 2 more landowners building homes next year. There are 5 more lots for sale which will bring in 5 additional homes/landowners. Much needed upgrades to our current broadband services are necessary. We need a new or upgraded fiber service to provide a more reliable, faster and affordable internet service. Currently, my husband works from home every day as an I.T. employee of Wells Enterprises, where he is required to have a fast internet connection to conduct his job and do business. I also on occasion work from home and need a solid internet connection. There are 2 other neighbors currently in our rural subdivision who also work from home and use the internet. We have 2 children in our home who are required to use the internet for homework and schooling purposes and well as our family relying on the internet for normal everyday operational purposes of banking, online shopping, paying taxes, and to watch to UTube videos to do at home repairs and DIY projects etc. We also stream TV services and have and use smart home devices. Reliable internet is such a necessary part of our lives as well as our neighbors.

At this time we have internet service from Frontier Communications which is slow, very unreliable, and just inadequate for our needs. Currently, Frontier can only offer internet speeds at 11 mps which is unacceptable in today's internet speed standards. Frontier is not able to expand their service anymore due to the lack of infrastructure to allow for additional neighbors / new landowner in our rural subdivision to receive internet off of their lines. We have been told by Frontier that they are at maximum capacity and can not add additional customers from our rural subdivision and are not willing to invest in their infrastructure to improve their existing system or invest in an upgraded system. Frontier currently doesn't provide high speed internet to all residents in our area as it is.

We support Westel Communications in their efforts to provide fiber and internet service to our rural area and to receive any funding they can to make expansions for a rural fiber project. We support an application for financial assistance for Westel Communications and encourage the State of Iowa to fund Westel Communications for bringing fiber to our rural area.

Craig and Stacey Feldman  
35689 Muskrat Dr.  
Le Mars, IA 51031



***Stacey Feldman***

Plymouth County Auditor  
Commissioner of Elections  
Plymouth County Courthouse  
215 4th Ave. SE  
Le Mars, IA 51031

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July 23, 2021

Dear Sirs

We have been struggling with internet providers for years now and it has been to say the least, very frustrating! With every provider we have used, they say we have great signal – from what they can tell from their office. All we keep getting is TV shows that keep being interrupted by continually trying to download! On our desk computer we do our farming business, and it took us well over an hour to download the Field View maps for planting and spraying which should have only taken a few minutes. Our account program is another example where we struggle to get information to download.

With the amount of money, we pay for our current service, we feel it should be way better than what we actually receive.

We would definitely appreciate a better internet option and would look forward to having you provide that to us someday.

Sincerely,

Doug & Jackie Langel



-----Original Message-----

From: Greg Schroeder <[clonefan95@yahoo.com](mailto:clonefan95@yahoo.com)>

Sent: Wednesday, July 21, 2021 10:48 PM

To: [acctinfo@westelsystems.com](mailto:acctinfo@westelsystems.com)

Subject: Letter

To whom it may concern.

Our family has been struggling with our internet service for years. It has been so bad that we pay two providers at the same time in the hopes that one will work. I very much struggle some days even to get service to send emails.... which makes running my farm business inefficient. Also, for school work and online classes, my children are at a very big disadvantage.

We would very much like for Westel to be able to provide quality service to us at our farm and house on the farm.

Thank you.

Greg Schroeder

Sent from my iPhone



**Travis J. Ritz D.C.**

220 Plymouth Street SW

Le Mars, IA 51031

p: (712) 546-4004 / f: (712) 546-4007

To whom it may concern:

I am writing this letter to urge Westel Systems to supply quality internet service to our region in Northwest Iowa near Nature Avenue and Muskrat Drive just north of Highway 3. Our region is currently supplied copper coaxial feeds for internet service, and does not meet the demands of today's internet standards with extremely poor quality in upload and download speeds.

I am personally in the need of this service to assist with maintaining and managing businesses I have developed over the years. Poor cable/internet quality will reduce my ability to spend time at home with family due to having to be on site at work locations to use better resources for managing finances of these various businesses and updating patient records. Moreover, today's households online stream the majority of the viewing services, and I have 4 kids that would not have the same access to these services as other families in populated areas.

I have personally contacted each internet provider in the area, and Westel Systems is the only company that has considered attempting to provide this needed service to the region.

Please use this letter in consideration of granting our area with advanced cable/internet service.

Sincerely,

Travis J. Ritz D.C.