

Demonstrated Experience- Northwest Communications Cooperative Association 11/15/2021

We pride ourselves on being as local provider, with employees living in our customers' communities.

Northwest Communications has been operating as an internet service provider since 1995 and telephone beginning in 1963 in northwest Iowa. Northwest has several communities with fiber, fixed wireless and VDSL to the home and over 5000 current subscribers in the rural areas surrounding communities and the communities themselves. Northwest has always strived to keep technologies up to date as speed and data usage continues to increase every month. Northwest continues to expand into areas that are underserved and are without fiber. Our services have allowed subscribers the ability to participate in online education via Zoom or other applications, remote in and complete schoolwork, work from home utilizing video conferencing services as well as reliable business VPNS. Northwest constantly monitors the networks for video traffic and is one of a few providers that continues to value the upload speed and much as the download speed.

Northwest's broadband network has shown to be a reliable tool to connect our subscribers to entities and services they require. Northwest takes reliability and redundancy very seriously and have proved that in our multiple redundant fiber rings that provide an exceptional amount of protections. In the event of fiber cuts, failure of a device, or an act of mother nature we have shown our network has been tested and proven to provide an instant alternative path to the internet with zero downtime on our backbone. With our capabilities and upgrade plans we can continue to expand our footprint to continue to reach those families that struggle to find a provider to meet their broadband requirements. Telemedicine and Telehealth are services that require a solid connection and bandwidth to be able to operate correctly. We have experience with hospitals and clinics in the area in the past with video conferencing. With fiber to the home we will be able to provide a robust connection for these critical services.

Northwest has demonstrated its capability in the areas we already serve. During the pandemic we have received more requests for speed upgrades and requests for our service as current providers cannot meet the employers' network demands. We have continually been able to meet the demand and the increasingly load on our network for having plans in place for such occurrences. We know we can continue to build the network to areas where we do not currently serve and bolster our current network to extend the capabilities to allow more subscribers to receive the same services our current work-from-home workers already enjoy and depend on. With our fiber to the home solutions and multiple ring redundancy we feel we can meet the expectations of any scenario for a teleworker.

We will continue to strive to keep pace with our existing customers' ever-changing needs and work hard to serve new customers with same commitment to reliable and fast broadband connectivity.