

Demonstrated Experience

West Liberty Telephone Co. d/b/a Liberty Communications is a closely held, Subchapter S, Iowa Corporation founded in 1899 and incorporated in its current structure in 1920. The company provides broadband, telephone and cable TV services to over 2700 customers in and around its ILEC exchanges of West Branch and West Liberty. Liberty created its own in-house ISP, Lcom.net, in 2002. Liberty deployed fiber optics in its transport network in 1994, and undertook a 2-year construction project to build FTTH networks within the city limits of West Branch and West Liberty, IA in 2008. Liberty is a registered ETC provider with the IUB and FCC, and a shareholder in Aureon and a 100 year plus member of the Iowa Communication Alliance. Liberty employs 19 full time employees and has in house expertise in IP network design and transport, FTTH staking and construction, along with fiber splicing and restoration. Consultants used by Liberty for outside experience, planning and services required to design, operate and market FTTH networks include Finley Engineering, Vantage Point Solutions, BKD CPA & Advisors and Pivot Group. Liberty has grown their broadband subscribers on its buried FTTH networks to over 2700 customers, and provides enterprise broadband connections to businesses and other telcos from their regional 80 Gigabit fiber ring. Additionally, Liberty is the majority owner of Cloudburst9 LLC, a fixed wireless broadband provider serving over 1100 customers in southeast Iowa since 2006. Cloudburst9 LLC was a successful applicant in the NOFA #003 grant program in 2020.



A Main Street Iowa Community

November 18, 2021

To Whom it May Concern:

Liberty Communications has provided high speed broadband internet to the West Branch Community Development Group since 2006. We have always been able to rely on Liberty Communications to provide superior service by providing: reliable service, quick response times, and community support.

We subscribe to fiber internet from Liberty Communications. The download and upload speeds are fast, and there is virtually no down time. If there are ever any issues with service, such as a fiber cut, they always work quickly to repair the issue and get service running again. We can always count on our internet to work as it should.

Through office moves, we have always been able to rely on Liberty Communications' excellent customer service and technicians to get our service up and running to allow us to serve the business community of West Branch.

We value Liberty Communications as a community partner. We can count on them to provide both financial and in-kind support for community betterment initiative and events.

The West Branch Community Development group cannot say enough kind things about Liberty Communications from the service they provide to the community support they are always willing to offer. They are a valuable asset to any person, business, or community they serve and the West Branch Community Development group is in full support of other households, businesses, and communities being able to receive the superior support and service that Liberty Communications offers. Liberty Communications will absolutely, with our full confidence, be an excellent candidate to provide internet service to underserved rural areas.

Sincerely,

A handwritten signature in black ink that reads "Jessi Simon".

Jessi Simon

Executive Director

West Branch Community Development Group

319-643-7100

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West Liberty Economic Area Development
119 E Third St
West Liberty, IA 52776
Tel (319)627-4045
www.WeLeadIowa.org



November 18th, 2021

To whom It May Concern,

I am writing today in support of Liberty Communication's grant request. Liberty Communications has been a great partner to WeLead, (West Liberty Economic Area Development). The internet service coupled with the phenomenal customer experience Liberty Communication provides, makes West Liberty a place people want to live and do business. In fact, businesses have moved to West Liberty because of the fiber optic internet that is available to them.

Long History of Service

Liberty Communications was founded in 1899 as a telephone provider. Since the beginning, Liberty Communications has taken care of its family, friends, and neighbors. This still rings true today as Liberty works to take fiber to every rural customer. It is reassuring to have a provider in town that is constantly working to keep facilities up to date and take care of the residents and businesses it serves.

Fast Speeds, Timely Service

Through the pandemic, Liberty Communications increased upload and download speeds to accommodate the change in how people used their internet working and schooling from home. Liberty also shifted the way it installed internet and WiFi service to allow a contact-free installation. In a time people used the internet more than ever, Liberty Communications was there for businesses and their employees making a seamless transition to work from home.

Designations

Liberty Communications has a proven track record of being able to provide exceptional fiber internet service through designations such as: Smart Rural Community and Certified Gig-Capable Provider through the NTCA. Their contribution to our community in the high quality of internet service they provide has definitely aided in the success of the business community.

The service Liberty Communications provides is unparalleled. Liberty Communications would be a great recipient of this grant as they have a demonstrated excellence in providing reliable, high speed internet to rural areas. If you have any questions, please do not hesitate to contact me personally.

Yours in Service,

A handwritten signature in black ink, appearing to read "Kenneth Brooks", with a stylized flourish at the end.

Kenneth Brooks
Executive Director

**West Liberty CSD**

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As the Technology Director of the West Liberty Community School District, I work closely with the Liberty Communications team to make sure all school buildings have the technology they need to function and give students the best education possible.

In my experience, Liberty Communications has provided reliable service and has always been quick to respond. When necessary, they have been able to cater to the school district's particular needs. For example, when we began using a VoIP phone system from Liberty Communications, the team there was able to rework training to fit the specific needs of our teacher base.

I also find it important to note the Liberty's MAN (Metropolitan Access Network) architecture offers the school district both reliability and comfort in the resilient design.

We have a great local internet provider in town, and I would highly recommend Liberty Communications receive this grant to be able to provide awesome internet and phone service as well as customer service to our neighbors in rural Cedar County.

Brian Rance