

# Demonstrated Experience

Project: Rural Milford

## Organizational/Professional Experience:

Milford Communications (“Milford”) was organized in 2013 through an acquisition of Milford Cable and TV by managing partner Premier Communications, and current general partners Royal Telephone Company and Terril Telephone Cooperative. The experienced management team, including its locally based market area manager, has remained largely consistent this entire time (see attached resumes).

Milford has also utilized the same contractors to engineer and install the fiber/coax network, and splice and test fiber after installation. Milford continues to test the market to make sure it is being a good steward of its resources and continues to find that the contractors are very competitive in their pricing; however, just as importantly that continuity has created a team that has had the opportunity to learn from its mistakes, refine its processes, and now knows exactly what to expect when commencing a network investment like the proposed Project.

Milford has always worked with the local communities to garner support for its projects and we have found that in the past this support helps engage local residents in the process, it creates excitement in the impacted areas, and helps the permitting process go smoothly; all of which help with timely project completion. Milford believes this support demonstrates the excitement in the impacted rural areas and reinforces the need for this project in rural Milford that would not be financially viable without this Empower Rural Iowa Grant.

Finally, Milford’s experience gives us a roadmap for ensuring a proposed Project like this one is financially viable for the long term. Milford has seen its cash flow and net income consistently grow on average over the 8 years we made these significant investments indicating that we were able to capitalize on the investments being made over that time period. To state it simply, this Application by Milford is a good, long-term investment for the State of Iowa.

## Network Design Experience:

Since 2013 Milford has invested over \$2.5 million in the communities of Milford and Fostoria by upgrading to a hybrid fiber/coax network that has allowed the communities to receive advanced communications services.

Milford’s prior experience and network design aligns perfectly with the Empower Rural Iowa Initiative recommendation of targeting **Future Ready** connectivity that we’ll need tomorrow – not just the level of connectivity we need today thru a state-of-the-art, fully Fiber to the Premise (“FTTP”) architecture where every location within the Eligible Service Area (“ESA”) will have access to dedicated fiber facilities. The FTTP infrastructure will be designed in a manner that permits Milford to utilize various technologies such as Active Ethernet, Gigabit Passive Optical Network (“GPON”), or various other next-generation technologies such as Next Generation – Passive Optical Network 2 (“NG-PON2”).

The proposed FTTP network architecture will not only provide delivery of Broadband service, but also allows for the delivery of high-quality voice and streaming video services across the broadband access platform. Milford will utilize redundant Ethernet uplinks from its FTTP aggregation point to partner's softswitch to facilitate voice services. Milford will implement redundant Ethernet uplinks from the proposed FTTP aggregation point to its core data network. These redundant connections ensure highly reliable Broadband data communications services. Milford will utilize its existing data network routers, Internet uplinks, and ISP services to support new customers in the ESA.

The proposed FTTP network architecture isn't designed to provide the bare minimum 100 Mbps download and 100 Mbps upload broadband speeds, but is the most state-of-the-art, future-proof network design available providing speeds to each location within the ESA of 1 Gbps download and 1 Gbps upload (including raw data and Ethernet overheads) today and speeds well beyond 1 Gbps in the future with only electronic upgrades necessary to realize those higher speeds. Not only does a FTTP network design provide the best throughput in terms of Broadband speeds available today, but this type of terrestrial technology, using pulses of light to transmit its traffic, results in one of the fastest possible transmission paths, thus creating a very low latency network.

As a locally based provider and given its current proximity to the proposed Project area, Milford is best positioned to provide this state-of-the-art FTTP Broadband network to each and every location within the ESA in the most cost-effective manner possible giving the state of Iowa the best "bang for its buck".

# Executive Team Experience

# DOUG BOONE

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## EXPERIENCE

**APRIL, 2002 – CURRENT**

**CHIEF EXECUTIVE OFFICER (CEO), PREMIER COMMUNICATIONS**

- Responsible for the overall vision and direction of the company
- Interprets and implements board directed policies and coordinates business activities with direct reports
- Evaluates objectives and operating procedures and ensures the success of the organization within guidelines and authority established by the board
- Represents company on boards of affiliate investments of the company
- Evaluates new business growth opportunities and provides recommendations to the board
- Represents the company with federal and state legislative bodies, industry associations and regulatory agencies.

**JANUARY, 2015 - CURRENT**

**DIRECTOR, NTCA – THE RURAL BROADBAND ASSOCIATION (ARLINGTON, VA)**

- President - 2016

**MARCH, 2014 - CURRENT**

**DIRECTOR, AUREON (DES MOINES, IA)**

**JANUARY, 1990 – APRIL, 2002**

**ASSISTANT GENERAL MANAGER, PREMIER COMMUNICATIONS**

- Responsible for the day-to-day administration of all internal operations
- Established operating procedures and ensured the success of the enterprise within the prescribed responsibilities and authority of the position
- Participated in state association industry policy committees

**MAY, 1982 – JANUARY, 1990**

**OFFICE MANAGER, PREMIER COMMUNICATIONS**

- Supervised office and clerical staff
- Directed routine accounting, bookkeeping and customer service activities
- Served as the manager of customer service and the billing process
- Handled complex customer issues and complaints

## EDUCATION

**MAY, 1982**

**BA IN BUSINESS ADMINISTRATION, NORTHWESTERN COLLEGE (ORANGE CITY, IA)**

## **PROJECT RESPONSIBILITIES**

As CEO my primary responsibilities for this project are providing strategic vision, directing the allocation of financial and time resources and coordination with 3<sup>rd</sup> parties to ensure execution of our desired outcome.

## **QUALIFICATIONS**

As the CEO of Premier Communications for the past 19 years, we have consistently delivered on the promise to provide exceptional services to the customers and the communities where we provide service. We have done this by annually investing millions of dollars in our network with advanced fiber infrastructure. As an active member of NTCA – The Rural Broadband Association I understand the responsibility faced by rural companies to utilize scarce financial resources and turn that into effective investment to serve our customers with broadband.

I was also instrumental in the formation of FiberNet Communications L.C., FiberComm L.C., Northwest Communications Network, L.C. Platinum Connect LLC, Estherville Communications LLC and Milford Communications LLC. All of these entities were formed as partnerships and shows the willingness we have to work with others when moving forward alone is not practical. I view the Iowa Grant program as a partnership between the state of Iowa and the rural communications industry and look forward to utilizing my skill set to deliver on a successful partnership that will expand broadband access to hundreds of additional customers in NW Iowa.

# KENT WESTPHAL

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## EXPERIENCE

### OCTOBER 2002 – CURRENT

#### CHIEF FINANCIAL OFFICER (CFO), PREMIER COMMUNICATIONS

- Oversees budget process, audit functions, and all long-term investments
- Prepares financial forecasts, acquisition analysis and planning, develops financial policies and processes
- Analyzes financials and presents to CEO and/or board of directors
- Contributes to strategic planning and coordinates financing
- Administers payroll and benefit programs, risk analysis and insurance renewals
- Oversees the company safety and human resource programs
- Manages cash flow processes, tax computations and regulatory reporting
- Manages the finance and accounting functions for affiliate companies

### 16 ½ YEARS

#### CERTIFIED PUBLIC ACCOUNTANT (CPA)

- McGladrey & Pullen LLP – 3 1/4 years (including audits of banks, retail, manufacturing and commercial companies)
- Hunzelman, Putzier, & Co – 6 ½ years (including audits of REC's, cities, counties, and attendance at several RUS and governmental accounting seminars and training programs)
- Williams & Company P.C. – 7 years (including audits of telecommunications companies, RUS and CoBank borrowers, cities, counties, colleges and school districts)

### 1 YEAR

#### CITY FINANCE DIRECTOR

- Managed accounting, budget, investments, and benefit programs for the municipality.

### 2 YEARS

#### COLLEGE CONTROLLER

- Managed accounting and financial operations of the college, including receipts and disbursements, accounting and financial record keeping and reporting, audit preparation and process, and administration of student account billing and loan programs

## EDUCATION

MAY 1982

**BACHELOR OF BUSINESS ADMINISTRATION (BBA) WITH MAJOR IN ACCOUNTING,** THE UNIVERSITY OF IOWA (IOWA CITY, IA)

Cum Laude

## PROJECT RESPONSIBILITIES

Since 2011 Premier Communications has invested over \$90,000,000 in fiber to the premise projects, not including 2021's projects which are budgeted at approximately \$6,000,000. My responsibilities for these past, current, and the future Iowa grant fiber to the premise project is as follows:

- Prepares financial projections.
- Accounts for cash receipts and disbursements.
- Manages cash requirements and cash flows.
- Monitors project construction costs and contract retainage.
- Oversees accumulation, recording and reporting of project costs.
- Manages continuing property records and depreciation calculations.

## QUALIFICATIONS

I have been CFO at Premier Communications for the last 18 ½ years, and prior to that served as the CPA manager in charge of the company's independent audit. During this time in public accounting I attended annual continuing professional education courses in governmental and RUS accounting functions. My qualifications do not end with the oversight of Premier's day-to-day financial operations, but also include significant experience leading the financial, accounting and income tax aspects of 11 acquisitions and several start-up subsidiaries or affiliated partnerships. I have managed the financing and accounting for fiber builds each year since 2006. In addition to my own qualifications, I am surrounded by six other very qualified team members who round out the accounting department at Premier with an average tenure of over 20 years.

# RYAN BOONE

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## EXPERIENCE

**JANUARY, 2017 – CURRENT**

**CHIEF OPERATIONS OFFICER (COO), PREMIER COMMUNICATIONS**

- Provide overall strategy to the operations team which includes billing, customer service and outside plant operations
- Oversee compliance with federal and state regulations
- Develop team goals and establish key performance indicators to measure those goals

**DECEMBER, 2011 – 2021**

**DIRECTOR and PAST PRESIDENT, IOWA COMMUNICATIONS ALLIANCE (ICA)**

- Lead the effort to transform the association from a telephone focused association to a broadband association
- Developed the ICA Leadership Academy to help establish the next generation of leaders within the state of Iowa and the ICA

**MAY, 2011 – JANUARY, 2017**

**REGULATORY MANAGER, PREMIER COMMUNICATIONS**

- Oversaw all federal and state regulatory filings
- Analyzed regulatory impacts regarding potential acquisitions
- Ensured compliance with federal and state regulations
- Participated in state and national association industry policy committees

**JUNE, 2006 – MAY, 2011**

**TELECOMMUNICATIONS CONSULTANT, KIESLING ASSOCIATES LLP**

- Managed multiple federal and state industry filings for over 100 telecommunications carriers in the Midwest
- Analyzed impacts of new regulations on telecommunications clients
- Assisted clients with Broadband Initiatives Program (BIP) applications
- Assisted companies in starting or expanding CLEC operations

## EDUCATION

**MAY, 2006**

**BA IN BUSINESS MANAGEMENT (FINANCE), CENTRAL COLLEGE (PELLA, IA)**

Graduated with the following achievements: National Dean's list (2002-2006), Alpha Zeta Mu (2004-2006), Collegiate All-American Scholar (2005-2006) and Wall Street Journal Student Achievement Award awarded to top finance student in graduating class (2006).



## PROJECT RESPONSIBILITIES

Since 2017 when I became COO, Premier has invested almost \$46 million in fiber to the premise projects (including 2021 projects). My responsibilities for these past, current, and the future Iowa grant fiber to the premise project is as follows:

- Oversee the site survey process we developed prior to construction beginning to ensure each property owner is fully aware of the upcoming project, the impact to their property, and to determine where the demarcation point will be at their location.
- Oversee the final step of converting residents & businesses from their existing facilities to the upgraded fiber network. This includes contacting the resident/business to set up an appointment for the installation, the home visit & installation itself, letting them know what services are now available to them, and ensuring we have adequate staffing to complete conversions in our established timeline.
- Act as the project manager for all aspects that include customer interaction and project completion to ensure we meet our internal goals & timelines for project completion.

## QUALIFICATIONS

My last 10+ years of work experience uniquely qualify me to take on the above-listed project responsibilities for Premier's fiber to the premise project. As a consultant for Kiesling Associates I was put in the position to be involved and manage multiple BIP applications at the same time requiring me to develop project management and coordination skills that are vital in a project such as our proposed fiber build. These clients depended on me, and others, to make sure their applications were complete, detailed, timely filed, AND successful. I'm pleased to say that they were all those things. Then starting my career at Premier Communications, I continued my high level of involvement in regulatory compliance which was a continuation of some of my main responsibilities at Kiesling. Both serving on the Iowa Communications Alliance (ICA) regulatory policy committee and board of directors (last year serving a one-year term as board President) and also the National Telecommunications Cooperative Association (NTCA) industry policy committee for the past 10+ years has given me significant insight into both state and federal policy changes & impacts to the industry and uniquely qualified me to ensure Premier is in compliance with all the special requirements that the Iowa grant program requires of its successful applicants. Finally, in my role as Chief Operating Officer for Premier I have been able to pull together all of the qualifications listed above from my previous roles and help the rest of our very capable management team ensure our fiber to the premise projects are not only started on time, but also finished within the timeline we set out for ourselves while staying within the budget we laid out for the project. I am very confident that my prior work history, state & national association involvement, and skill set qualify me and Premier to successfully complete our proposed Iowa grant project and bring broadband to hundreds of additional deserving customers in our proposed project area.

# FRANK BULK

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## EXPERIENCE

**JANUARY, 2017 – CURRENT**

**CHIEF TECHNOLOGY OFFICER (CTO), PREMIER COMMUNICATIONS**

- Provide technical leadership within the organization
- Lead network operations, helpdesk, and IT consulting teams
- Quote and support wholesale services
- Provide tier 2 and tier 3 Internet support
- Supervise helpdesk and IT consulting group
- Manage and support FiberNet Communications network
- Support Milford Communications network

**JANUARY, 2005 – JANUARY, 2017**

**TECHNOLOGY AND PRODUCT DEVELOPMENT MANAGER, PREMIER COMMUNICATIONS**

- Explored and investigated new products and services for use
- Quoted and supported wholesale services
- Provided tier 2 and Tier 3 Internet support
- Supervised helpdesk and IT consulting group
- Managed and supported FiberNet Communications network
- Supported Milford Communications network

**AUGUST, 2003 – JANUARY, 2005**

**TECHNOLOGY ASSISTANT, CENTER FOR EMERGING NETWORK TECHNOLOGIES**

- Met and discussed new products with wireless and mobile technology companies
- Researched, evaluated, and tested enterprise wireless equipment and software
- Contributed and co-wrote articles for Network Computing & Mobile Pipeline, highlights include:
  - VoWLAN product review
  - Distributed Wireless Security Management product review
  - Mobile Device Management product review
- Created and proctored course-related labs
- Assisted in teaching CWNA classes

**JUNE, 1999 – AUGUST, 2003**

**NETWORK ADMINISTRATOR, DORDT COLLEGE COMPUTER SERVICES**

- Supported and maintained 450+ node network including Win2K PC's and Macintoshes both for student labs and faculty and staff use
- Maintained networking equipment from 3COM desktop hubs to Cisco switches & routers, both at the core and edge
- Contacted and solved technical issues with vendors for quick resolution

- Managed student employees throughout the year
- Assisted with advanced Internet issues in relation to the college's ISP support contract
- Supported and maintained multiple Novell NetWare and Microsoft Windows servers
- Tested new technology tools and software for departmental and campus use
- Purchased and maintained software licenses for campus use

**JULY, 1997 – JUNE, 1999**

**SYSTEMS ANALYST, ARUBA DIGITAL SYSTEMS N.V.**

- Created and pursued software and hardware proposals/quotes for clients
- Researched, tested, and recommended new products for company retail store or client use
- Installed, supported and troubleshooted network servers such as Novell NetWare 3.1x - 4.x, SCO OpenServer Version V, and Windows NT Server 4.0
- Installed, supported, and troubleshooted clients running Windows as well as remote serial terminals
- Diagnosed hardware and software problems for various PC models brought in for repair or upgrade

## EDUCATION

**AUGUST, 2003 – DECEMBER, 2004**

**MASTERS OF TELECOMMUNICATIONS AND NETWORK MANAGEMENT STUDIES,**  
SYRACUSE UNIVERSITY (SYRACUSE, NY)

GPA: 4.0 on 4.0 scale

**MAY, 1997**

**BA IN COMPUTER SCIENCE & MATHEMATICS,** DORDT UNIVERSITY (SIOUX  
CENTER, IA)

GPA: 3.72 on 4.0 scale

## PROJECT RESPONSIBILITIES

Since 2017 when I became CTO, Premier has invested almost \$46 million in fiber to the premise projects (including 2021 projects). My responsibilities for these past, current, and the future Iowa grant fiber to the premise project is as follows:

- Analyze transport and access network needs
- Identify, source, and purchase products from vendors
- Supervise configuration and deployment of transport and access gear
- Provide level 2 and 3 support for networks and customers

## QUALIFICATIONS

Over the last 16+ years I've supported Premier with all things technical as we grew both organically and through six acquisitions, such that over that time period the number of customers has more than doubled and the associated revenue has more than tripled. I stayed engaged with both current and

future technical topics avidly reading and listening to podcasts on a variety of data networking topics, such as IPv6. I also enjoy participating in multiple state telecom association groups, such as the Iowa Communication Alliance's Technical Training/Impact Committee, CyberSecurity Conference Committee, Catastrophic Planning/Dark Sky Working Group, and have chaired the first two. On a national level, I am part of the National Telecommunications Cooperative Association (NTCA)'s Technical Committee and CyberSecurity Working Group. I've also had the opportunity to present and participate in panels at many conferences and trade shows. I also follow ARIN and NANOG and have attended some of their meetings. Besides wearing my Premier Communications hat, I also manage and support the FiberNet Communications network, and recently added 200G of capacity for Internet traffic. I am confident that my work experience, state & national association involvement, and skill-set qualify me and Premier to successfully complete our proposed Iowa grant project and bring broadband to hundreds of deserving customers in our proposed project area.

# SCOTT TE STROETE

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## EXPERIENCE

### JANUARY 2017-PRESENT

#### CHIEF SALES AND MARKETING OFFICER (CSMO), PREMIER COMMUNICATIONS

- Lead both residential and business sales and marketing teams
- Direct communication to all customers
- Develop new products and services

### DECEMBER 1996-JANUARY 2017

#### MARKETING AND COMMUNITY RELATIONS MANAGER, PREMIER COMMUNICATIONS

- Managed both residential and business marketing objectives
- Directed business sales
- Grew marketing and sales team from 2 to 7
- Crafted the brand and message to customer base
- Worked with local communities to attract new citizens and businesses

### DECEMBER 2014-PRESENT

#### SCHOOL BOARD MEMBER, SIOUX CENTER COMMUNITY SCHOOL DISTRICT

- Part of a five-member board that oversees all functions of the district
- Led a successful \$10 million bond campaign for new elementary cafeteria and preschool
- Assisted in a successful \$24.9 million bond campaign for a new \$40 million high school

### JANUARY 1998-DECEMBER 2010

#### COUNCIL MEMBER, CITY COUNCIL OF SIOUX CENTER, IOWA

- Part of a five-member council that oversaw all local government
- Part of a five-member council that oversaw municipal utilities (water, sewer, electric and natural gas)
- Sioux Center grew from roughly 5,000 to 7,000 citizens
- Helped to develop indoor water park and ice arena, water treatment facility and the start of the Sioux County Regional Airport

## EDUCATION

### MAY, 1994

#### BACHELOR OF ARTS IN BUSINESS ADMINISTRATION AND POLITICAL SCIENCE,

NORTHWESTERN COLLEGE (ORANGE CITY, IA)

- Participated in numerous campus leadership activities including Vice President of the Student Government
- As a senior was a candidate for the Iowa House of Representatives

## PROJECT RESPONSIBILITIES

As Premier Communications has grown and invested tens of millions of dollars in fiber to the premise projects, we have learned that communication with the potential customer is incredibly important. The responsibilities of my team include the following at various points during the FTTP project:

**Before:** Making sure the potential customer understands the benefit of what we are doing and why we are doing it. We also make sure they are well aware of the steps that will be taken. We describe every step of the process from site surveys to fiber completion.

**During:** Communicating with the potential customer as the project is progressing is a key objective. Letting them know the step we are currently on and making sure they fully understand its relationship to the timeline as a whole.

**After:** The project isn't complete when the fiber is in the ground or hooked up at the premise. It is complete when the potential customer understands the new and improved services that are now available to them.

Every potential customer will receive not only numerous mailings during the project but will also be visited by a Premier employee at least once. We will also conduct various "open house" opportunities before the project begins to allow customers to ask questions and address their concerns. It's always important to also include a similar opportunity at the end of the project so potential customers can learn about the new services available to them.

In the end we want the potential customer, no matter if they are a single residence or a large business, to feel at ease about the project and understand we are investing in their future. That is our first priority.

## QUALIFICATIONS

When considering the involvement I've had on the city council, school board and 25 years of work experience at Premier Communications, I feel that I have the qualifications to oversee the above project responsibilities. As both a council and school board member, I have had the opportunity to be a part of numerous multi-million dollar building projects. I believe I demonstrated the ability to not only understand these projects but also explain them to constituents in an easy to understand manner. In doing so, the constituents felt well informed and generally supportive of the various projects.

Over the last 3 ½ years, Premier Communications has invested almost \$46 million in fiber projects very similar to the proposed project. As the Chief Sales and Marketing Officer I have overseen the communication for these projects with all customers. We have been diligent in providing easy to understand materials for the customer, whether that be in person, via mail, website or public forum.

I am confident that my experience on the city council and school board along with the work experience on previous fiber builds qualify me and the Premier team to successfully complete the proposed Iowa grant project resulting in outstanding broadband service to hundreds of additional customers.

# LES SYBESMA

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## EXPERIENCE

**JANUARY, 2017 – CURRENT**

**CONSTRUCTION & OUTSIDE PLANT (OSP) MANAGER, PREMIER COMMUNICATIONS**

- Oversee all outside plant network construction
- Manage staking and mapping of outside plant
- Supervise building maintenance and fleet management
- Engineer greenfield and brownfield fiber networks
- Order construction materials and equipment
- Responsible for obtaining DOT, County and City permits
- Develop and maintain strategic relationships with city and county planning and zoning personnel
- Responsible for FCC filings

**APRIL, 2002 – JANUARY, 2017**

**NETWORK OPERATIONS MANAGER, PREMIER COMMUNICATIONS**

- Oversaw network and outside plant operations
- Managed field technicians
- Ordered equipment and supplies
- Oversaw and designed fiber optic plant
- Mapped and maintained CAD on outside plant
- Completed required FCC filings

**MAY, 1992 – APRIL, 2002**

**CABLE TV CHIEF HEADEND TECH/CONSTRUCTION TECH, PREMIER COMMUNICATIONS**

- Maintained and installed headend satellite equipment
- Oversaw outside plant construction projects
- Maintained buried cable TV plant
- Maintained buried telephone plant
- Located buried communications plant
- Completed required FCC filings

**FEBRUARY, 1979 – MAY, 1992**

**TELECOMMUNICATIONS TECH, PREMIER COMMUNICATIONS**

- Constructed buried communications plant
- Located buried communications plant
- Completed service orders and trouble tickets at customer premises
- Maintained cable TV plant

## EDUCATION

**MAY 1975**

**HIGH SCHOOL DIPLOMA**, WESTERN CHRISTIAN HIGH SCHOOL (HULL, IA)

**FEBRUARY 1979 – CURRENT**

Various communication related classes and training:

- Fiber splicing training
- CAD training
- Network engineering & construction best practices

## PROJECT RESPONSIBILITIES

In 2006 Premier began its first fiber to the premise network overbuild and since that first project I have led the effort to engineer, design and construct almost 3,000 miles of fiber to the premise projects (including estimated fiber-mile construction in 2021). My responsibilities for these past, current, and the future Iowa grant fiber to the premise project is as follows:

- Oversee the design, staking and construction of the fiber optic plant
- Work with the engineer and contractor to ensure the fiber cable and equipment are placed to specification and within budget
- Oversee the fiber splicing to make sure the fiber plant is properly calibrated and tests return clean results
- As construction manager, I made sure all aspects of network construction were completed while meeting our internal goals and timelines

## QUALIFICATIONS

During my 40+ years of work experience at Premier Communications, I have made sure the customer always comes first. In my role as Construction and OSP Manager for Premier, I have ensured our fiber to the premise projects are properly completed -- finished within the timeline we set for ourselves -- while also staying within the budget. I am very confident that my skill-set qualifies me and Premier to successfully construct hundreds of additional miles of fiber network and complete our proposed Iowa grant project within the timeline and budget proposed in our application.



# JOSHUA SANDBULTE

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## EXPERIENCE

**AUGUST, 2013 – PRESENT**

**SERVICE MANAGER, PREMIER COMMUNICATIONS/MILFORD COMMUNICATIONS**

- Oversaw the deployment of a fully digital CATV platform
- Oversaw the deployment of new CATV offerings and new internet speeds
- Responsible for our local service office, CSRs and technicians
- Worked with local contractors on remodeling local office and building new garage
- Managed the roll-out of voice services
- Helped with design and rebuild of Fiber plant for upgraded services
- Worked with the local school district to become their local service provider
- Developed new working relationships with the city and local municipal utilities

**JUNE, 2006 – 2013**

**BROADBAND TECHNICIAN, PREMIER COMMUNICATIONS**

- Responsible for installation, troubleshooting, maintenance of Cable TV & Fiber at customer premise
- Located buried facilities for all areas in my territory
- Helped with deploying new phone service via cable broadband (EMTAs) to our local territory to compete with local incumbent

**JANUARY, 2003 – 2006**

**INSTALLATION TECHNICIAN, BAKER INSTALLATIONS**

- Contract installer for Comcast
- Responsible for installation of Digital/HD Cable TV and broadband internet at customer premise
- Lead installation tech and Cable Card specialist

**AUGUST, 1998 – 2002**

**BROADBAND TECHNICIAN, HOSPERS TELEPHONE**

- Responsible for installation of CATV and broadband internet at customer premise
- Located buried facilities
- Helped with installation of phone systems
- Headend maintenance and installation of equipment

## EDUCATION

FEBUARY, 2020

CERTIFIED FIBER OPTICS INSTALL, ETA INTERNATIONAL

JULY, 1998

POWERLINE DEGREE, NORTHWEST COMMUNITY COLLEGE

MAY, 1996

HIGH SCHOOL DIPLOMA, SIOUX CENTER HIGHSCHOOL

- FFA participant

## PROJECT RESPONSIBILITIES

Since joining Premier in 2006 I have been part of the expansion and advancement of our services to new and existing customers. I had the responsibility of representing the customer service side of our company and making a name for ourselves in the homes and businesses of the communities I served. In 2013 I moved to Milford to lead our local operations there. Since 2013, Milford has spent millions of dollars to completely re-do the existing network, plus add miles of fiber to our plant and I oversaw that investment. I also led the team that rebuilt some subdivisions and made them 100% fiber to the premise.

## QUALIFICATIONS

I have over 20+ years in the industry and 15+ with Premier. In 2013, I relocated to Milford to lead our Milford operations and since then have established our company in the Milford community. I helped with deploying new local voice services to communities that we served in addition to establishing new speeds of internet, CATV & phone services that were never offered to these communities before. I am committed to continuing to build upon existing relationships to ensure Milford is also recognized as the best service provider in rural Milford as well.

# Letters of Reference



**Okoboji Community Schools**  
**1205 7<sup>th</sup> Street**  
**Milford, Iowa 51351**  
**712-338-4757**

November 15, 2021

State of Iowa

Office of the Chief Information Officer

1305 E. Walnut Street

Des Moines, Iowa 50319

Dear Chief Information Officer,

As the superintendent of the Okoboji Community School District, I am writing this letter to lend my full support to Milford Communication's proposed fiber optics project in the rural areas of Dickinson County. This is something that would be incredibly beneficial to the students and parents in our district.

While many of the students that live within the city limits have adequate internet service those that live in the rural area are truly lacking. During our remote learning caused by COVID-19, we truly learned how important the internet is to our students. The Okoboji Community School is a 1-1 district, meaning all our high school students are given a laptop to take home with them. For those students that had internet access, it allowed them to learn and complete assignments and for those that didn't, it was a very real struggle.

I realize that remote learning due to COVID-19 did not last forever but that doesn't change the fact that education is changing. Much of our learning and studying is dependent on technology and the internet. For those students that live in rural Dickinson County, getting fiber and the opportunities it brings could literally be life-changing.

Milford Communications has always demonstrated its commitment to those that live and work in our area by offering the latest products and services. They are also great partners with our school district not only as our internet provider but are also very supportive of our students and their many activities.

On behalf of the Okoboji School District, I kindly ask for your support of this very worthwhile project.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd A. Abrahamson".

Todd A. Abrahamson, Superintendent of Schools



Steffes Companies, LLC  
907 Okoboji Ave  
Milford, IA 51351  
(712) 338-6400  
marc@steffescompanies.com

November 15, 2021

Office of the Chief Information Officer  
1305 E. Walnut Street  
Des Moines, IA 50319

**RE: Support letter on behalf of Milford Communications**

Dear Director,

Please find a letter of refence and support on behalf of Milford Communications. I do so as both a customer and as the President of Steffes Companies.

Steffes Companies and Milford Communications have had a long and successful business partnership. Milford has always demonstrated a customer first approach, striving to better the products and services they offer. As a regional construction and development company, we rely heavily on the both the voice and internet services they offer. Milford Communications has consistently gone above and beyond to ensure our services are always up and running. They do this by having excellent employees and investing in their network.

Having a local communication company is a tremendous benefit to our community. Milford Communications understands our needs and is quick to respond. They also understand that supporting local causes is vital to a small community.

Milford Communications is a great partner not only for our business but also for our community.

Kindest Regards,

Marc Steffes  
Steffes Companies, LLC  
President  
www.steffescompanies.com



806 N Avenue  
Box 536  
Milford, IA 51351-0536

Telephone (712) 338-2741  
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**MAYOR**  
Steve Anderson

**CITY COUNCIL**

Jason Eckard  
Doug Frederick  
Chris Hinshaw  
Andy Yungbluth

November 18, 2021

Office of the Chief Information Officer  
1305 E. Walnut Street  
Des Moines, Iowa 50319

To Whom It May Concern,

I was recently asked to write a letter of reference on behalf of Milford Communications. This is something that I pleased to do.

As the Mayor of Milford, I cannot stress the importance of Milford Communications to our community. We all know the importance of reliable communication services and the difference it makes to our local business community and homeowners. I am pleased to say that Milford Communications is a great partner.

Milford Communications has shown their dedication to our community by investing in their network. This investment allows our local businesses and homeowners access to the latest products and services. Having a local retail office and employees is a tremendous benefit – they are always willing to go above and beyond. Milford Communications is also quick to support many local activities.

Having a local provider like Milford Communications is a great asset to our community!

Sincerely,

Steve Anderson  
Mayor