

Demonstrated Experience

Project: Premier Communications NOFA #8 BIZ 31, Iowa

Experience Summary:

Premier Communications, Inc. ("Premier") was organized in 1995 and has been providing communications services since its inception. In addition, its parent company, Mutual Telephone Company of Sioux Center, Iowa ("Mutual") was formed in 1906 and for the last 110+ years has been offering the most advanced communications services available to NW Iowa. In just the last 10 years Premier, either itself or through its affiliated companies, has completed over \$90,000,000 in Fiber-To-The-Premise ("FTTP") infrastructure deployments in NW Iowa and much of the team managing these deployments has remained consistent over those 10+ years (see resumes below).

During the majority of these years, Premier and Mutual have utilized the same contractors to engineer the fiber network, install the fiber infrastructure, splice and test the fiber after installation and even assist with cutting over the customers to the new facilities. We continue to test the market to make sure we are being good stewards of our resources, and consistently find that our contractors are very competitive in their pricing (in fact the Rural Utilities Service approved utilizing these contractors for the ReConnect Grant we were awarded in 2019); however, the continuity that has been created as a team has been equally important and has given us the opportunity to learn from our mistakes, refine our processes, and now know exactly what to expect when commencing a network investment like the proposed Project.

Throughout these deployments, Premier and Mutual have always worked with the local communities and counties to garner support for its projects. We have found that in the past this support helps engage the 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.

Capitalizing on both our experience of deploying fiber networks and great relationships within the local communities and counties where we are expanding broadband, Premier, either itself or through its affiliated companies, has successfully completed or is nearly complete with broadband installations for grant areas awarded in NOFA #001, NOFA #002, NOFA #003, NOFA #006 and a ReConnect grant awarded late in 2019. These grant awards have resulted in an additional 2,250 locations over 520 square miles in Iowa being served by fiber in just the last two years. Premier, through itself and its affiliates, is also on track for completing four NOFA #007 projects in the first half of 2024. These projects are currently right on schedule per our application.

It is important to note that Premier recognizes that its responsibility to the proposed Project area does not end when construction is complete. In fact Premier has a history of going above and beyond in the areas it serves:

- Providing temporary internet connectivity to emergency response personnel during a past flooding event
- Providing additional internet capacity to public areas when RAGBRAI was in town
- Upgrading every school district within our service territory to 1Gig as they progressed in their 1:1 initiatives – For NO additional cost to the school

- Provided additional internet capacity to businesses with remote workers needing to access files on company servers when employees were abruptly sent home last spring due to COVID-19
- Provided temporary free internet service to roughly 50 families with students during COVID who were unable to afford broadband which allowed the students to continue their education remotely

Finally, Premier and Mutual's vast experience give us a roadmap for ensuring a proposed Project like this one is financially viable for the long term. We have seen our cash flow and net income consistently grow on average over the 10+ 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 Premier is a good, long-term investment for the State of Iowa.

Financial Capability:

Premier is included as a subsidiary in the consolidated financial statements of Mutual. Each year it receives a clean, unqualified audit opinion from its independent auditor. The Company is in a very strong financial position exhibited by its ability to generate operating cash flows which fund a \$20,000,000+ annual capital budget. In addition, it has access to a \$12,000,000 line of credit as further indication of its ability to support the non-grant financial obligations of the Project.

Executive Team Experience:

See Resumes below.

RYAN BOONE

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Phone: 712-722-3451

rboone@mypremieronline.com

EXPERIENCE

JANUARY, 2022 – 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, 2017 – JANUARY, 2022

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 (PAST PRESIDENT), IOWA COMMUNICATIONS ALLIANCE (ICA)

- Leading 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).

FRANK BULK

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fbulk@mypremieronline.com

EXPERIENCE

JUNE, 2023 – CURRENT

CHIEF TECHNOLOGY/OPERATIONS OFFICER, PREMIER COMMUNICATIONS

- Provide technical leadership within the organization
- Lead Network Operations and Service Technicians
- Quote and support wholesale services
- Provide tier 2 and tier 3 Internet support
- Oversee Operations Team

JANUARY, 2017 – JUNE, 2023

CHIEF TECHNOLOGY OFFICER, PREMIER COMMUNICATIONS

- Provided technical leadership within the organization
- Led network operations, helpdesk, and IT consulting teams
- 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

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

SCOTT TE STROETE

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EXPERIENCE

JUNE, 2023 - PRESENT

CHIEF CUSTOMER OFFICER, PREMIER COMMUNICATIONS

- Lead both residential and business sales and marketing teams
- Lead Customer Service and Technical Help Desk Team
- Develop new products and services
- Oversee all communication to customers

JANUARY, 2017 - JUNE, 2023

CHIEF SALES AND MARKETING OFFICER, PREMIER COMMUNICATIONS

- Led both residential and business sales and marketing teams
- Directed 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
- 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

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

JOHNATHON TUVERA

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EXPERIENCE

JULY, 2023 – 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

AUGUST, 2016 - JULY, 2023

ACCOUNTANT and BUSINESS MANAGER, CITIZENS MUTUAL TELEPHONE

- Collaborated extensively with auditors during the preliminary and year-end audit processes
- Assisted with monthly board meeting preparation by preparing various financial reports, compiling additional data needed to present, ensuring confidentiality with board meeting minutes and also the annual budget
- Researched, gathered data and wrote/submitted various successful grant applications and then assisted in administering grant dollars.

DECEMBER, 2014 - JULY, 2026

STAFF ACCOUNTANT, DAVIS AND LEWIS, PLC

- Perform payroll services, calculate and pay sales tax and complete bank reconciliations

EDUCATION

MAY, 2012

BACHELOR OF ARTS IN ACCOUNTING, BUENA VISTA UNIVERSITY

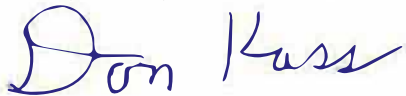
8/16/2023

To whom it may concern,

My name is Don Kass and I am the Chairman of the Board of Supervisors in Plymouth County Iowa, which is located in Premier Communication Broad band's proposed project area for their Empower Rural Iowa broadband grant application. I am writing this letter in support of Premier Communication Broadband's project because our area desperately needs affordable access to high-speed broadband services. Our area is disadvantaged compared to other towns in the area due to the lack of reliable high-speed internet service, which has limited our ability to use telehealth networks, work from home, utilize distance learning, stream digital content, and communicate with family and friends.

If you would like to contact me, I can be reached at 712-546-6100/dkass@plymouthcountyiowa.gov.

Thank you for your consideration,

A handwritten signature in blue ink that reads "Don Kass". The signature is written in a cursive style with a large "D" and "K".



July 20, 2023

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

To Whom It May Concern,

I am writing this letter of reference on behalf of Premier Communications, a company that I have had the privilege of working with both as the CEO of Peoples Bank and as a satisfied residential customer for many years.

Peoples Bank and Premier Communications have enjoyed a successful and fruitful business partnership for an extended period. As a prominent financial institution with branches spread across Northwest Iowa, Peoples Bank relies heavily on Premier's dependable fiber network to connect our facilities. The services that Premier provides are of great importance to our operations and to the diverse range of customers we serve.

One of Premier's standout characteristics is their consistent dedication to investing in their networks. This commitment enables local schools, businesses, farms, and families to access the best broadband services available. Premier's focus on technological advancements and infrastructure upgrades has resulted in a significant impact on the overall well-being and growth of the communities they serve.

Peoples Bank actively involves itself in supporting various local projects and initiatives. From contributing to the construction of new swimming pools to aiding in hospital expansions, and even participating in golf fundraisers, Premier consistently demonstrates its commitment to giving back to their communities. This involvement showcases a sense of responsibility and community stewardship that sets them apart from other telecommunications providers.

Based on our long-standing professional relationship and my personal experience as a Premier customer, I have no hesitation in providing Premier Communications with my highest recommendation. Their unwavering commitment to delivering top-notch services, their investment in advanced technologies, and their active role in supporting community projects make them an exemplary company to partner with and support.

Sincerely,

Al Vermeer
CEO



August 11, 2023

State of Iowa
Office of the Chief Information Officer
% Dr. Matt Behrens
1305 E. Walnut Street
Des Moines, Iowa 50319

Dear Dr. Behrens,

I am writing this letter to provide a strong and heartfelt reference for Premier Communications. As the President of Dordt University, I have had the privilege of witnessing the significant impact that Premier has had on our institution and the communities they serve in Northwest Iowa.

Dordt University, with its enrollment of approximately 1,800 students, relies heavily on dependable voice and internet services to facilitate a thriving learning and working environment. Premier Communications has consistently demonstrated a remarkable commitment to ensuring uninterrupted services to our campus. Their diligence in maintaining a reliable network infrastructure and their dedication to addressing any challenges that arise have been instrumental in supporting the academic and operational activities of our university.

What truly sets Premier apart is not only their offerings, but also their genuine dedication to the well-being of the communities they serve. Premier's unwavering support for local initiatives, such as building projects, hospitals, pools, and community events, shows their commitment to the growth and prosperity of Northwest Iowa. Dordt University has been a fortunate beneficiary of Premier's generosity through academic scholarships and contributions to various projects, fostering a strong partnership that extends beyond the realm of telecommunications.

In light of Premier Communications' outstanding service, dedication, and commitment to our university and the communities they serve, I am more than pleased to offer my highest recommendation. Their performance, genuine community engagement, and dedication to excellence make them an invaluable partner to Dordt University and the entire Northwest Iowa region.

Sincerely Yours,

Dr. Erik Hoekstra
President

EH/lm

OFFICE OF THE PRESIDENT

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