

## Demonstrated Experience

For over 76 years, Farmers Cooperative Telephone Company (FCTC) has been a proud supporter of our communities and takes pride in our efforts to spur growth and invest in other businesses as well as bring new ideas to the areas we serve. In keeping up with our industry peers, FCTC has worked to keep our communities served with the latest technologies.

FCTC has been the Incumbent Local Exchange Carrier in the areas of Dysart and Clutier since 1947. We continue to move forward expanding our fiber footprint and deploying high-speed broadband service to every location within our exchange. Currently FCTC is nearing completion of our fiber project in rural Dysart where we were awarded funds from the Empower Rural Iowa, Emergency Broadband Expansion Grant Program NOFA #006. As we finalize this project, we hope to continue fiber expansion into Clutier where again we are the ILEC in this service territory. FCTC is the only wireline carrier and currently facilitates 10/1 DSL in Clutier.

FCTC's service offerings include voice, long distance, broadband and video. Additionally, we have deployed fiber to several cell tower sites within and outside of our exchange area. FCTC is committed to expanding outside our general business practices by offering computer set up and repair, camera installation and support, smart home devices as well as options to shop local by providing retail items such as phones, routers, streaming devices, televisions, and accessories as well as Traeger grills and associated products.

During installation of any product or service, FCTC technicians educate our customer on the processes of rebooting devices, utilizing speed tests as well as how the number of connected devices and users on the network will impact their speeds. Additionally, FCTC offers 24/7 technical support to give each subscriber peace of mind that assistance is available if needed.

As demonstrated above, FCTC continues to invest in expanding our fiber network to provide the best broadband service available to our existing service area and beyond. FCTC is a financially viable organization with the capability to meet all financial requirements outlined in this project.

Highlights of key FCTC team members are included to provide further evidence of FCTC's ability to successfully implement the proposed expansion to eligible unserved and underserved areas of Clutier.

## FCTC Management Bios:

- **Wade Wilson, Board President**

Farmers Cooperative Telephone Company 2001 – present

Wade was raised on a farm in the Dysart area and earned a bachelor's degree at Iowa State. He spent several years working for Pioneer Hi-Bred and ultimately started his own farming operation in Dysart which he has continued to grow for 35 years. He adopted 2 boys who were also raised in Dysart and have since moved on to pursue their own interests. Wade has been a valuable member of the FCTC board for 22 years guiding in the transition of management teams, general business practices and putting his business knowledge at the forefront of decision making. All while continuing to contribute to the community.

- **George Hayek, Vice President**

Farmers Cooperative Telephone Company 1985 – present

George was born and raised in Clutier, which is one of FCTC's local exchanges. George is a military veteran, and upon completing his service he returned to the area to raise his family. George started his farming operation over 50 years ago where he continues to work today. He has served on various boards and committees while contributing to FCTC's board for 38 years.

- **Mandy Brown, Board Secretary/Treasurer**

Farmers Cooperative Telephone Company 2013 - present

Mandy lives in Dysart with her husband and two children. She has been instrumental in facilitating funding for the construction of Little Knights Learning Center's new facility in Dysart which opened in August of 2021. Mandy is an active volunteer for Club Dysart, Board Member of Little Knights Learning Center and Branch Manager / VP of Northeast Security Bank in Dysart. With her deep roots in the community coupled with her expansive financial background, Mandy has been a great asset to FCTC particularly while helping to make decisions regarding the fiber build within Dysart city limits.

FCTC's remaining 4 directors have a combined 60 years serving on our board.

- **Shelly Franzenburg**, General Manager 2018 – present

Shelly has spent most of her career in various capacities within the telecom industry since 1995. Most recently working with a neighboring telecom company during their fiber build, prior to transitioning to Farmers Cooperative Telephone Company (FCTC). Since joining the team in Dysart, Shelly has completed the fiber build within the city limits of Dysart without access to funding. Shelly and her team are on track to complete the rural Dysart fiber build by the end of 2023 as a result of being awarded funds from NOFA #006.

- **Stefanie Lorenzen**, Operations Manager 2003 – present

Growing up in a neighboring community, Stefanie ultimately settled in Dysart where she raised her family. Stefanie's ties run deep within the community through work, family & volunteerism. During the past 20 years she has been through several key staff retirements and in turn has guided new employees through the learning curve of joining a new company. Stefanie has played a key role in keeping projects on task for FCTC.

- **Glen Sailsbury**, Plant Technician 1992 – present

In 1992 Glen relocated his family from Ames to Dysart to accept a position with FCTC. Here he has raised his children, spent many years volunteering and continues to be extremely active in his church. For 31 years Glen has played an integral role in keeping customers service running smoothly and they have become accustomed to '*leaving the door open*' for Glen. He has seen the evolution of technology through 3 decades with FCTC and continues to be an asset.

FCTC is fortunate to have their remaining employees live locally, most within our exchange bringing varied levels of knowledge, expertise, and telecom experience.