



A. APPELLANT INFORMATION

Company Name	Walnut Telephone Company, Inc dba Marne Elk Horn
Address	510 Highland St
City	Walnut
State	IA
Zip	51577

B. DESIGNATED CONTACT INFORMATION

Contact Name	Rachel Hamilton
Contact Phone Number	712-784-2211
Contact Email	rachel@metcteam.com

C. CERTIFICATION/ATTESTATION/AFFIRMATION

In signing and submitting this form, the above-identified company, and its duly authorized representative signing on behalf thereof, hereby affirms, attests, and certifies under penalty of perjury that, as represented in its submission: Choose one option that describes company/affiliation status.

Company, consistent with the representations made in this form, and regardless of whether your company's prior reporting to to the FCC or State of Iowa was correct or in error as of July 1, 2021, either:

(a.) Facilitated material Broadband service according to the designated Tier speed indicated on the Map; or

(b.) Did NOT Facilitate Broadband according to the designated Tier speed in the identified census blocks.

Another unaffiliated company, as of July 1, 2021, consistent with the representations made in this form, either: (a.) Facilitated material Broadband service according to the designated Tier speed indicated on the Map; or (b.) Did NOT Facilitate Broadband according to the designated Tier speed in the identified census blocks.

D. ADDITIONAL EXPLANATION (To the extent you believe additional explanation is required to ensure that you are communicating full and accurate information, please use the below space to further explain, qualify, or substantiate your above certification/attestation/affirmation. To the extent necessary, please feel free to upload additional explanations/supporting documentation.

To substantiate our challenge I have included a letter from a Windstream customer who tried to obtain 100/20 service in Shelby, Iowa in late June 2021, as the letter shows they were unsuccessful to date. It is not feasible within the short amount of time for us to challenge every CB in Shelby, however upon further investigation we are confident you would find the entire census blocks in the community of Shelby have been misrepresented on the map. The current service is DSL and we believe it is not possible to provide 90% of the community 100/20 internet service. Had these TSAs been available we would have applied for funds to build this community as we currently have fiber near.

E. SIGNATURE* By typing your full name you are affixing your signature to this form and attesting to the accuracy of the information submitted herein.

Authorized Signature:	Rachel Hamilton
Title:	CEO
Date:	7/16/2021

*PLEASE READ BEFORE SIGNING: By signing and submitting this form, I, on my own behalf or as a representative of the company identified above, as applicable, expressly represent that I am authorized to make the above factual representation on behalf of said company and/or myself, as applicable, and under penalty of perjury as authorized by Iowa Code section 622.1 and pursuant to the laws of the state of Iowa, certify the following with respect to this form submitted on behalf of said company and/or myself: any statements, representations, warranties, certifications, or attestations made in this form, including any attachments or enclosures associated therewith, are true and accurate; I, on behalf of said company and/or myself, have not knowingly made any false statements or representations in this form. In addition to any criminal penalties authorized by Iowa Code section 720.2 that may result from any false statements of material fact made herein or any other remedies available at law, equity, or otherwise, if it is subsequently determined that I have made a statement, representation, warranty, certification, or attestation in this form, or any attachments or enclosures associated herewith, that is later proven untrue in any material respect, the company on which I submitted this form on behalf of may be disqualified from current incentive programs administered by the Office or may be ordered to repay the Office the entire amount of any funds previously distributed by the Office to said company in connection with any current incentive programs administered by the Office. OCIO makes no guarantees as to whether the information supplied by you will result in any change to the Broadband Availability Map V4 or the way any incentive decisions are reviewed, scored, or decided. This form, as completed, any attachments hereto, and any other information or materials submitted to the Office in connection with this form or related inquiry, shall be considered public records and shall be made available for public examination and/or disseminated upon request by third parties as required by Iowa Code chapter 22. The Office reserves the right to reject this form and relatedly consider any information communicated through this form as neither credible nor probative if this form is not fully and properly filled out.

July 9, 2021

To Office of the Chief Information Officer,
State of Iowa

My name is Ron Kroll and I live at 211 Eastern Ave, Shelby, IA 51570.

On June 21, 2021, after multiple times calling in before I could reach anyone, I requested to upgrade to 100/20M internet service from Windstream.

An appointment was scheduled for June 30, 2021. I received an Order Confirmation on June 22, 2021.

The Technician came on June 30th and was here for approximately ½ hour accessing the service and told me the cable was not adequate to do the upgrade. He told me that we would have to schedule a time to come back and rewire the house with all new cable. He left his cell phone number for me to contact him. He said he was going to the Windstream building in Shelby to check on some things. I called his cell as he requested, and left a message with my landline number and also my cell number. I did not hear back from him, so I called again and left another message.

As of this date, I have not received a call back, and I also do not have the 100/20M internet service as requested.

Sincerely,

A handwritten signature in cursive script that reads "Ron Kroll".


Ron Kroll

← iablockprovidersv4: Windstream ...

iablockprovidersv4: Windstream Corporation

blockid	191659602001117
PROVIDER	Windstream Corporation
PRVDER_DBA	Windstream
FCC_FRN	0019527837
TECH	DSL
MxADActDwn	123.20
MxADActUp	51.80
PercentCovered	99.92

Related tables:

Targeted Service Area Tiers 

151659602001117