



**A. APPELLANT INFORMATION**

Company Name	Allamakee Clayton Electric Cooperative dba AC Skyways
Address	229 Highway 51 PO box 715
City	Postville
State	Iowa
Zip	52162

**B. DESIGNATED CONTACT INFORMATION**

Contact Name	Dave Decker
Contact Phone Number	563-864-7611
Contact Email	<a href="mailto:ddecker@acrec.coop">ddecker@acrec.coop</a>

**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.

We have collected consumer surveys and speed test data from Waukon residents using Mediacom. We believe these businesses and residents are unable to receive the speeds they are buying from the current provider. See consumer letters, data and performance detail described in our attachment. Allamakee REC was awarded a grant under NOFA 005 for the large area north of Waukon. Allamakee REC team is diligently working to bring reliable high speed 100/100 broadband to consumers in the Northeast corner of the State of Iowa.

**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:	Hollee McCormick
Title:	Executive Vice President and G.M.
Date:	19-Jul-21

\*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.

**Please familiarize yourself with the following terms prior to determining whether a broadband block may be appealed.**

<b>Targeted Service Area</b>	A Targeted Service Area (TSA) is a census block within which no communications service provider offers or facilitates broadband service at or above the tier 1, tier 2, or tier 3 download and upload speeds.
<b>Existing Broadband Speed Tiers</b>	The speed tiers used to determine whether a broadband block qualifies as a Targeted Service Area on the Statewide Broadband Availability Map.
<b>Tier 1</b>	A maximum download speed of less than 25 megabits per second (Mbps) and a maximum upload speed of less than 3 Mbps.
<b>Tier 2</b>	A minimum download speed of greater than or equal to 25 Mbps but less than 50 Mbps. No minimum upload speed is applicable for Tier 2.
<b>Tier 3</b>	A minimum download speed of greater than or equal to 50 Mbps but less than or equal to 80 Mbps. No minimum upload speed is applicable for Tier 3.
<b>Non-TSA</b>	A non-TSA is a census block in which speeds are Facilitated at more than 80 Mbps
<b>Facilitate</b>	A communication service provider's ability to provide broadband service at or above the download and upload speeds defined above to a home, farm, school, or business within a commercially reasonable time and at a commercially reasonable price upon request by a consumer. This does <i>not</i> pertain to the Broadband Infrastructure used to facilitate said service; Broadband Infrastructure is <i>not</i> a basis for appeal.

CENSUS BLOCK ID	Prior Reporting to FCC or Connected Nation Definitions 1. <u>In Error</u> means data was reported incorrectly to FCC or Connected Nation. 2. <u>Correct</u> means data was reported corectly to FCC or Connected Nation. 3. <u>No Response</u> means data was not reported to FCC or Connected Nation. 4. <u>Unknown</u> means data is incorrect for unknown reasons	Speed Tier that is reflected on Map v.4	What do you believe the Map should reflect for Facilitated service as of July1, 2021?
190059603002002	Unknown	Non-TSA	Tier 3
190059603004028	Unknown	Non-TSA	Tier 3
190059603002010	Unknown	Non-TSA	Tier 3
190059603004015	Unknown	Non-TSA	Tier 3
190059603004006	Unknown	Non-TSA	Tier 3
190059603004012	Unknown	Non-TSA	Tier 3
190059603004016	Unknown	Non-TSA	Tier 3
190059603002008	Unknown	Non-TSA	Tier 3
190059603002007	Unknown	Non-TSA	Tier 3
190059603002037	Unknown	Non-TSA	Tier 3
190059603002033	Unknown	Non-TSA	Tier 3
190059603001026	Unknown	Non-TSA	Tier 3
190059603004017	Unknown	Non-TSA	Tier 3
190059603003028	Unknown	Non-TSA	Tier 3
190059603004033	Unknown	Non-TSA	Tier 3
190059603001005	Unknown	Non-TSA	Tier 3
190059603002006	Unknown	Non-TSA	Tier 3
190059603003002	Unknown	Non-TSA	Tier 3
190059603004019	Unknown	Non-TSA	Tier 3
190059603002018	Unknown	Non-TSA	Tier 3
190059603001004	Unknown	Non-TSA	Tier 3
190059603002024	Unknown	Non-TSA	Tier 3
190059603002042	Unknown	Non-TSA	Tier 3









229 Highway 51 ■ PO Box 715  
Postville, IA 52162-0715

Phone: (563) 864-7611 ■ (888) 788-1551  
Fax: (563) 864-7820  
E-mail: [acrec@acrec.coop](mailto:acrec@acrec.coop)

A Touchstone Energy® Cooperative 

July 19, 2021

**RE: Waukon Iowa OCIO 6 Targeted Service Area Classification**

To Whom it May Concern:

The city of Waukon was not included as a targeted service area (TSA) for OCIO 6. Mediacom is claiming download speeds above 80 Mbps for Waukon making Waukon a non-TSA.

Allamakee-Clayton Electric has done speed testing at the homes of a few Mediacom customers in Waukon. For our testing, we used a popular test program that we believe has been manipulated to run better than the rest of the internet speed test websites. We believe Mediacom is adding speed test servers to the Quality-of-Service protocols to favor their customer speed test server numbers – to make the speed test results customers see match what they are paying for. While testing to some other (nonwhite listed) speed test servers, we found Mediacom customer speeds to be 1/3 of Mediacom’s advertised speeds.

According to our fiber project engineer, “they (Mediacom) have streamlined access to popular speed test websites to enhance the appearance of their upload and download speeds. The presence of speed test results from websites that are not whitelisted by Mediacom display the inequity of Mediacom’s service delivery”.

Based on the information we have collected; we believe Mediacom customers in Waukon are below the 80 Mbps threshold and the city of Waukon should be reclassified as OCIO 6 TIER 3 designation.

Thank you.

David Decker  
Director of Finance and Administrative Services

# Mediacom Internet Speed Test Information for Waukon, IA:

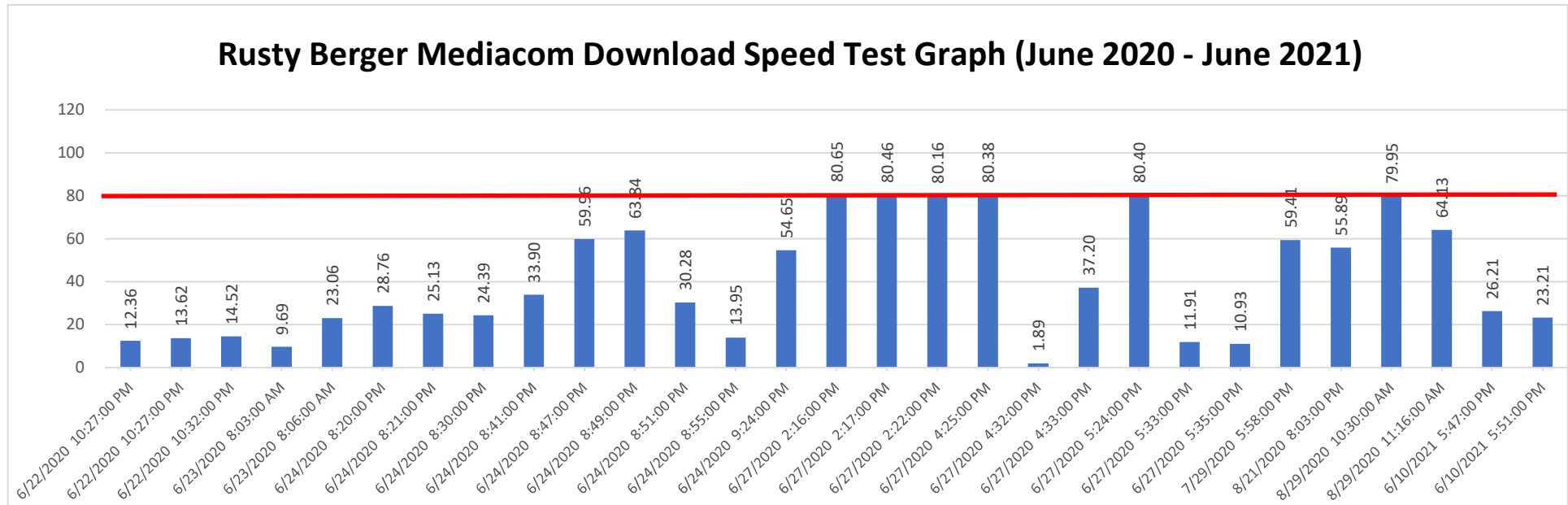
Customer Name . . . . . Rusty Berger  
 Address . . . . . 406 Allamakee St NW  
 City . . . . . Waukon  
 State . . . . . IA  
 Zip Code: . . . . . 52172

ISP: . . . . . Mediacom  
 Internet Pkg. Speed: . . . . . 100 Mbps Download  
 Speed Test Source: . . . . . Speedtest by Ookla



June 10, 2021  
 Speed Test

## Rusty Berger Mediacom Download Speed Test Graph (June 2020 - June 2021)





## Rusty Berger Mediacom Speed Test Data (June 2020 - June 2021):

Date			GPS Latitude	GPS Longitude	Download Speed Mbps	Upload Speed Mbps	Latency	IP Address	
6/22/2020 22:27	Wi-Fi	SSID: Berger WIFI	43.211196	-91.572831	12.36	14.61	38	192.168.11.211	185.171.208.214
6/22/2020 22:27	Wi-Fi	SSID: Berger WIFI	43.211196	-91.572831	13.62	20.35	31	192.168.11.211	185.171.208.214
6/22/2020 22:32	Wi-Fi	SSID: Berger WIFI	43.211194	-91.572837	14.52	13.29	38	192.168.11.211	185.171.208.214
6/23/2020 8:03	Wi-Fi	SSID: Berger WIFI	43.211196	-91.572832	9.69	12.89	15	192.168.11.211	185.171.208.214
6/23/2020 8:06	Wi-Fi	SSID: Berger WIFI	43.211197	-91.57284	23.06	1.01	70	192.168.11.211	185.171.208.214
6/24/2020 20:20	Wi-Fi	SSID: Berger WIFI	43.211216	-91.572854	28.76	3.69	23	192.168.11.211	185.171.208.214
6/24/2020 20:21	Wi-Fi	SSID: Berger WIFI	43.212824	-91.554189	25.13	4.96	18	192.168.11.211	185.171.208.214
6/24/2020 20:30	Wi-Fi	SSID: Berger WIFI	43.211195	-91.572842	24.39	6.85	23	192.168.11.211	185.171.208.214
6/24/2020 20:41	Wi-Fi	SSID: Berger WIFI	43.211196	-91.572832	33.90	11.24	24	192.168.11.211	185.171.208.214
6/24/2020 20:47	Wi-Fi	SSID: Berger WIFI	43.21121	-91.572842	59.96	19.22	18	192.168.11.211	185.171.208.214
6/24/2020 20:49	Wi-Fi	SSID: Berger WIFI	43.211202	-91.572793	63.84	19.83	18	192.168.11.211	185.171.208.214
6/24/2020 20:51	Wi-Fi	SSID: Berger WIFI	43.211192	-91.572838	30.28	7.87	22	192.168.11.211	185.171.208.214
6/24/2020 20:55	Wi-Fi	SSID: Berger WIFI	43.211194	-91.57285	13.95	18.31	42	192.168.11.211	185.171.208.214
6/24/2020 21:24	Wi-Fi	SSID: Berger WIFI	43.211191	-91.572836	54.65	23.24	17	192.168.11.211	185.171.208.214
6/27/2020 14:16	Wi-Fi	SSID: Berger WIFI	43.274096	-91.47558	80.65	8.13	35	192.168.1.40	173.27.179.71
6/27/2020 14:17	Wi-Fi	SSID: Berger WIFI	43.275756	-91.476327	80.46	8.14	35	192.168.1.40	173.27.179.71
6/27/2020 14:22	Wi-Fi	SSID: Berger WIFI	43.273849	-91.475828	80.16	7.53	39	192.168.1.40	173.27.179.71
6/27/2020 16:25	Wi-Fi	SSID: Berger WIFI	43.27397	-91.475768	80.38	8.57	38	192.168.1.40	173.27.179.71
6/27/2020 16:32	Wi-Fi	SSID: Berger WIFI	43.273657	-91.475621	1.89	2.49	44	192.168.1.40	173.27.179.71
6/27/2020 16:33	Wi-Fi	SSID: Berger WIFI	43.273657	-91.475621	37.20	3.58	55	192.168.1.40	173.27.179.71
6/27/2020 17:24	Wi-Fi	SSID: Berger WIFI	43.273596	-91.475987	80.40	9.07	45	192.168.1.40	173.27.179.71
6/27/2020 17:33	Wi-Fi	SSID: Berger WIFI	43.274265	-91.474962	11.91	8.92	48	192.168.1.40	173.27.179.71
6/27/2020 17:35	Wi-Fi	SSID: Berger WIFI	43.273876	-91.475702	10.93	8.79	58	192.168.1.40	173.27.179.71
7/29/2020 17:58	Wi-Fi	SSID: Berger WIFI	43.273701	-91.475934	59.41	7.01	57	192.168.1.40	173.27.179.71
8/21/2020 20:03	Wi-Fi	SSID: Berger WIFI	43.273683	-91.475707	55.89	9.67	48	192.168.1.40	173.27.179.71
8/29/2020 10:30	Wi-Fi	SSID: Berger WIFI	43.273696	-91.475899	79.95	7.37	37	192.168.1.40	173.27.179.71
8/29/2020 11:16	Wi-Fi	SSID: Berger WIFI	43.273561	-91.475963	64.13	6.62	42	192.168.1.40	173.27.179.71
6/10/2021 17:47	Wi-Fi	SSID: Berger WIFI	43.273689	-91.475702	26.21	9.15	25	192.168.1.156	173.27.176.212
6/10/2021 17:51	Wi-Fi	SSID: Berger WIFI	43.273633	-91.475699	23.21	8.82	22	192.168.1.156	173.27.176.212

# Mediacom Internet Speed Test Information for Waukon, IA:

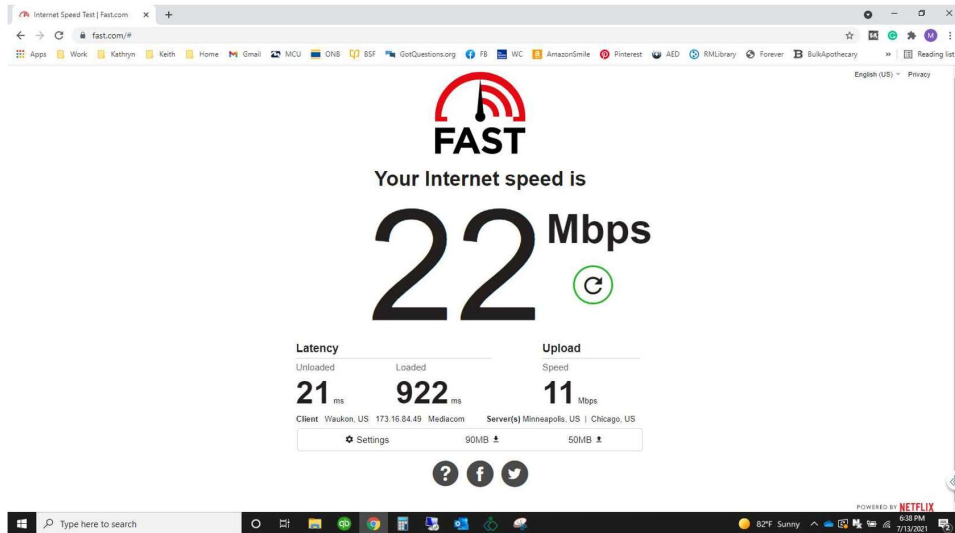
Customer Name . . . . . Dave Enyart  
Address . . . . . 502 9th Street SW  
City . . . . . Waukon  
State . . . . . IA  
Zip Code: . . . . . 52172

ISP: . . . . . Mediacom  
Internet Pkg. Speed: . . . . . 100 Mbps Download  
Speed Test Source: . . . . . fast.com and Speed.cloudflare.com

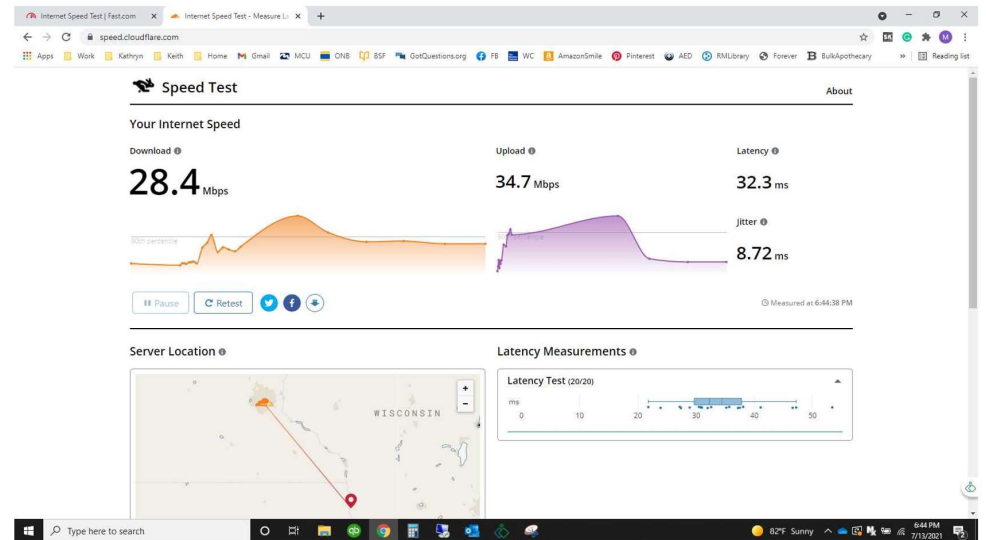
Current address  
502 9th St SW, Waukon, IA



## July 13, 2021 6:38 PM: 22 Mbps Download Speed



## July 13, 2021 6:44 PM: 28.4 Mbps Download Speed

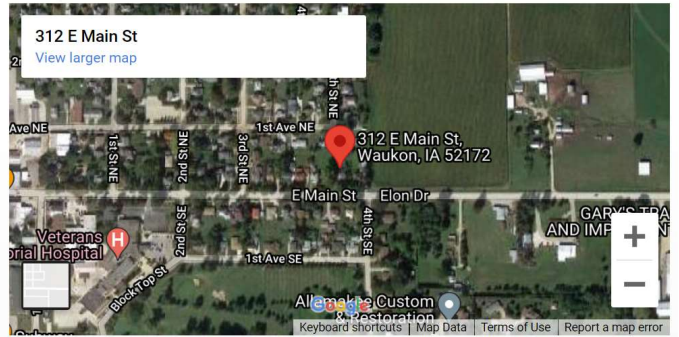


# Mediacom Internet Speed Test Information for Waukon, IA:

Customer Name . . . . . Jason Troendle  
Address . . . . . 312 E Main Street  
City . . . . . Waukon  
State . . . . . IA  
Zip Code: . . . . . 52172

ISP: . . . . . Mediacom  
Internet Pkg. Speed: . . . . . 100 Mbps Download  
Speed Test Source: . . . . . App iWiFi

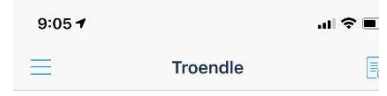
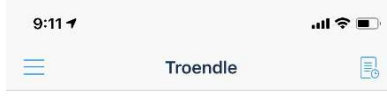
Current address  
312 E Main St, Waukon, IA, 52172-1740



**July 18, 2021 - 7:02 pm**  
7.56 Mbps Download

**July 15, 2021 - 9:11 pm**  
5.75 Mbps Download

**July 15, 2021 - 9:05 pm**  
2.91 Mbps Download



Ping 29.0 ms    Download 7.56 Mbps    Upload 24.68 Mbps

Ping 19.0 ms    Download 5.75 Mbps    Upload 20.06 Mbps

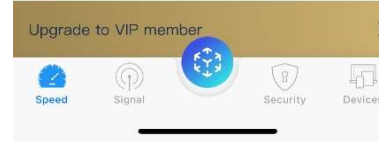
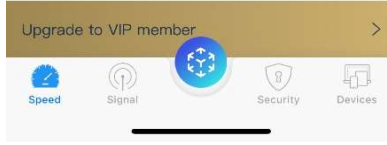
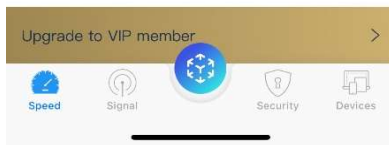
Ping 20.0 ms    Download 2.91 Mbps    Upload 9.24 Mbps



Start

Start

Start



# Allamakee Community School District

1059 THIRD AVENUE N.W., WAUKON, IOWA 52172

PHONE (563) 568-3409 • FAX (563) 568-2677

[www.allamakee.k12.ia.us](http://www.allamakee.k12.ia.us)



**Superintendent**

Jay Mathis • 568-3409

**High School Principal**

Jennifer Garin • 568-3466

**Assistant Principal/Activities Director**

Brian Hilsabeck 568-3466

**PK-12 Curriculum Director**

Eliza Philpott 568-3466

**Business Manager**

Jaime Curtin 568-3409

**Middle School Principal**

Luke Steege 568-6321

**East and West Elementary Principal**

Samantha Thornton (East) 568-6304

(West) 568-6375

July 13, 2021

The Allamakee Community School District would like to express our strong support for Allamakee-Clayton Electric Cooperative to expand its fiber network services in Waukon, Iowa.

Reliable broadband speeds up to 1 Gigabit will support growing internet demands in our town, as well as greatly assist from an economic development perspective. Many of our families in the town of Waukon have told us that they do not have reliable internet service. This was very evident this past year as some of our students had to learn from home during periods of quarantine. We strongly support all efforts to move this project forward as soon as possible.

Sincerely,

  
Jay Mathis

July 16, 2021

Allamakee County Economic Development  
101 West Main Street  
Waukon, IA 52172

Dear Sir/Madam,

We want to strongly express our support for Allamakee-Clayton Electric Cooperative to expand its fiber network services in Waukon, Iowa.

We are located at 830 Allamakee Street in Waukon, Iowa. AVEKA Nutra Processing provides a range of creative particle processing services, including spray drying, drum drying, roll drying, jet milling, dry blending, and more.

Our current internet service provider is Mediacom. We rely an immense amount on having a dependable, reliable service provider, so that we are allowed to provide the services that we do.

Reliable broadband speeds up to 1 Gigabit will support growing internet demands in our area, as well as greatly assist from an economic development perspective. ACEC has been a reliable satellite and wireless internet provider in rural areas for years and is now bringing fiber to the area. Iowa's rural areas need fiber services to be available for our cities, towns, and local businesses.

We understand ACEC is working to extend their fiber network to the city of Waukon. We strongly support all efforts to move this project forward as soon as possible.

For questions or comments, please feel free to contact our office. We appreciate the opportunity to support this technological progress in our immediate area.

Sincerely,

  
Kayce Burris

AVEKA Nutra Processing Site Manager



**City of Waukon Broadband Committee**  
**101 W Main, Waukon IA 52172**  
**563-568-2624**

July 15, 2021

To the Office of the Chief Information Officer

Re: Support for fiber network services to Waukon, Iowa

We would like to strongly express our support for Allamakee-Clayton Electric Cooperative to expand its fiber network services in Waukon, Iowa.

We are a committee created under the Waukon Economic Development umbrella, which is located at 101 W. Main Street in Waukon, Iowa. We have and continue to work tirelessly to help meet a need in our community in giving our city, our businesses, manufacturers, industries and our residents the support needed to keep up with the ability to work and live in our fast-paced world. Providing this support offers up the economic development stability that helps our community grow.

Working with businesses, industries and manufacturers, we constantly hear their concerns and frustrations for the need in getting better high-speed internet and fiber services. Currently they are not being offered the services they need and their voices are not being heard here because companies that do offer internet services are more concerned for their bigger markets. Therefore, local service is hard to come by and especially timely service never occurs. Rural communities deserve the opportunity to have reliable high-speed internet and fiber service if they are to grow and compete in today's world of on-line marketing and services that we all utilize.

Reliable broadband speeds up to 1 Gigabit will support the growing internet demands in our area, as well as greatly assist us from an economic development perspective. ACEC has been a reliable satellite and wireless internet provider in rural areas for years and is now bringing fiber to the area. Iowa's rural areas need fiber services to be available for our cities, towns and local businesses.

We understand ACEC is working to extend their fiber network to the City of Waukon. We strongly support all efforts to move this project forward as soon as possible. We have been advocating for this to happen since organizing this committee back in 2018.

For questions or comments, please feel free to contact my office. We appreciate the opportunity to support this technological progress in our immediate area. It is so needed.

Sincerely,

Ardie Kuhse, Director Waukon Economic Development  
and Chairman Waukon Broadband Committee



**CITY of Waukon**  
Park Recreation & Wellness  
Department  
*1220 3<sup>rd</sup> Ave. NW, Waukon, IA 52172*  
*563-568-0074*



July 16, 2021

We want to strongly express our support for Allamakee-Clayton Electric Cooperative to expand its fiber network services in Waukon, Iowa.

We are located at 1220 3<sup>rd</sup> Ave. NW in Waukon, IA. The Waukon Wellness Center is a 32,000 sq. ft. facilities that host a large fitness area and a Senior Room which host many activities including the Senior Meal Site.

Our current provider is Mediacom. As time goes by, we are seeing the need for greater speeds than our current provider can provide. The newer equipment and workout videos are needing internet access. We also have members and students that uses our break area to connect to our WIFI.

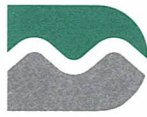
Reliable broadband speeds up to 1 Gigabit will support growing internet demands in our area, as well and greatly assist from an economic development perspective. ACEC has been a reliable satellite and wireless internet provider in rural areas for years and is now bringing fiber to the area. Iowa's rural area need fiber services to be available for our cities, towns, and local businesses.

We understand ACEC is working to extend their fiber network to the City of Waukon. We strongly support all efforts to move this project forward as soon as possible.

For questions or comments, please feel free to contact our office. We appreciate the opportunity to support this technological progress in our immediate area.

Sincerely,

Jeremy Strub  
Director



July 13, 2021

We want to strongly express our support for Allamakee-Clayton Electric Cooperative to expand its fiber network services in Waukon, Iowa.

We are located at 22 East Main Street in Waukon, IA. Midwest Dental

The needs for fast, reliable, and consistent internet here at Midwest Dental are extremely important. I find the internet here can be really spotty, and isn't as consistent as we'd like. I find my screen freezes often, we are needing to restart our server, and often have had to contact our IT department to help us navigate through troubleshooting our system. There is no one-size-fits-all when it comes to an internet system. However, I personally have benefited from updated fiber network in a nearby city which makes working from home a dream when it runs so fast and efficient. I'm really hoping the opportunity presents so we too can benefit from this type of service in the town of Waukon.

Reliable broadband speeds up to 1 Gigabit will support growing internet demands in our area, as well as greatly assist from an economic development perspective. ACEC has been a reliable satellite and wireless internet provider in rural areas for years and is now bringing fiber to the area. Iowa's rural areas need fiber services to be available for our cities, towns, and local businesses.

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For questions or comments, please feel free to contact our office. We appreciate the opportunity to support this technological progress in our immediate area.

Sincerely,

Kayla Branstad

*The*  
Experience

Excellence • Integrity • Accountability • Perseverance • Joy





Real life. Real possibilities.

Mosaic in Northern Iowa | 641.585.3050 | [mosaicinfo.org](http://mosaicinfo.org)

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210 Northwest 2nd Street, Clarion, IA 50525  
102 West Park Street, Forest City, IA 50436  
12 East Main Street, Waukon, IA 52172

July 13, 2021

We want to strongly express our support for Allamakee-Clayton Electric Cooperative to expand its fiber network services in Waukon, Iowa.

Mosaic in Northern Iowa is human service organization operating in Waukon and the surrounding area and across northern Iowa. Our office is located at 12 East Main Street in Waukon, IA.

Our current internet service reliability has been inconsistent. There are periods of frequent disruption or outage. Our experience in communities with high speed fiber service is noticeably better in comparison to communities that do not have such capabilities. As a health care business, we require reliable and high performing internet service.

Reliable broadband speeds up to 1 Gigabit will support growing internet demands in our area, as well as greatly assist from an economic development perspective. ACEC has been a reliable satellite and wireless internet provider in rural areas for years and is now bringing fiber to the area. Iowa's rural areas need fiber services to be available for our cities, towns, and local businesses.

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For questions or comments, please feel free to contact our office. We appreciate the opportunity to support this technological progress in our immediate area.

Sincerely,

A handwritten signature in black ink, appearing to read "P. Costigan".

Patrick Costigan, Executive Director

Serving Waukon  
& Surrounding  
Allamakee County  
Communities  
Since 1858

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An Official Newspaper of Allamakee County

# The STANDARD

15 FIRST ST. NW, WAUKON, IA (563) 568-3431

[www.waukonstandard.com](http://www.waukonstandard.com)  
Email: [news@waukonstandard.com](mailto:news@waukonstandard.com)

July 15, 2021

To Whom It May Concern:

We want to strongly express our support for Allamakee-Clayton Electric Cooperative (ACEC) to expand its fiber network services in Waukon, Iowa.

We are the community newspaper, located at 15 First Street NW in Waukon, just a half-block north of Main Street in downtown Waukon. While being located in Waukon, we are the Official County Newspaper of Allamakee County and serve the entire county with our news and advertising services and publications with what we like to believe is an essential information and communication source that no one else offers.

We are currently serviced by CenturyLink as our internet provider and, when asked, do not recommend them as an internet provider, simply because they have become "too big" to care for our rural, small town needs for internet speed and reliability. Our small business internet package consistently runs at between half and three-fourths of the speed we are paying for within that package. I would say at least once a month, on average, we experience an internet outage, a vast majority of which have been larger area outages throughout the town, rather than equipment or more specific issues within our office. When calling about such outages, one rarely, if ever, gets to talk to an actual human being but, instead, is met with a generic recorded message stating, "We are aware of the situation and our technicians are working to remedy the problem."

We are a business that relies on internet not only for our communication and interaction purposes, but three out of the five work week days our office is open we also rely on our internet to send the digitized versions of our newspaper and shopper publications to our printing plant. When that internet is down, or even slow, it can impact our print schedule and the other publications following our scheduled printing time - not to mention the delay of the printed newspaper our subscribers and customers have come to rely on to be available Tuesday afternoons at our office and other counter sale locations, and in their mailboxes each Wednesday. It's very disheartening - not to mention costly - to put that much work into creating such an essential community information source, only to be at the mercy of an internet provider who won't even speak to you when the unreliability of their product or service directly impacts yours.

Reliable broadband speeds up to 1 Gigabit will support growing internet demands in our area, as well as greatly assist from an economic development perspective. ACEC has been a reliable satellite and wireless internet provider in rural areas for years and is now bringing fiber to the area. Iowa's rural areas need fiber services to be available for our cities, towns and local businesses - now, more than ever.

We understand ACEC is working to extend its fiber network to the city of Waukon. We strongly support all efforts to move this project forward as soon as possible.

For questions or comments, please feel free to contact our office. We appreciate the opportunity to support this technological progress in our immediate area.

Sincerely,

*Jeremy J. Troendle*

Jeremy J. Troendle  
Managing Editor  
The Standard Newspaper  
Waukon, IA  
563-568-3431



July 16, 2021

RE: Support for the Waukon Fiber Project

To Whom It May Concern:

Veterans Memorial Hospital wants to strongly express our support for Allamakee-Clayton Electric Cooperative to expand its fiber network services in Waukon, Iowa.

We are located at 40 First Street SE in Waukon; IA. Veterans Memorial Hospital is a 25-bed critical hospital which also provides 24/7 emergency room and ambulance coverage.

Our current internet providers are ICN Fiber, NEITEL Wireless, and Lumen/CenturyLink. The ICN fiber has a speed of 30mb down and 30mb up. We can pretty reliably get those speeds all times of the day but have had a few dropped connections that have lasted more than an hour. Customer service has been quick to respond and let us know what is going on.

Our service with NEITEL Wireless, has a speed of 3mb down and 3mb up. This service has great connectivity, just not enough bandwidth for our needs. The customer service is great through NEITEL.

Service through Lumen/CenturyLink Fiber has a speed of 100mb down and 100mb up. Since getting this connection installed, we are unable to achieve the speeds that are shown. Our tests show that we are unable to get over 20mb down or up and customer service is not greatest.

Reliable broadband speeds up to 1 Gigabit will support growing internet demands in our area, as well as greatly assist from an economic development perspective. ACEC has been a reliable satellite and wireless internet provider in rural areas for years and is now bringing fiber to the area. Iowa's rural areas need fiber services to be available for our cities, towns, and local businesses.

We understand ACEC is working to extend their fiber network to the city of Waukon. We strongly support all efforts to move this project forward as soon as possible.



For questions or comments, please feel free to contact our office at 563-568-3411. We appreciate the opportunity to support this technological progress in our immediate area.

Sincerely,

A handwritten signature in black ink, which appears to be "M Coyle", is positioned below the word "Sincerely,".

Michael Coyle, Chief Executive Officer  
Veterans Memorial Hospital  
40 First Street SE  
Waukon, Iowa 52172

MFC:ekh

# Waukon

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## STATE BANK

July 15, 2021

The State of Iowa Office of the  
Chief Information Office

Dear Sir/Madam:

I would like to strongly express our support for Allamakee-Clayton Electric Cooperative to expand its fiber network services in Waukon, Iowa.

Waukon State Bank is located at 22 West Main Street in Waukon, IA. Our bank is a locally owned, community bank that serves thousands of customers through two locations in Waukon and two locations in Decorah.

High-speed Internet is crucial for bank operations. Our bank communicates between branches through high-speed Internet connections. Our bank does all computer processing in-house in Waukon. This means all computer processing is done locally by highly qualified, local people. This provides good-paying jobs to people in our community instead of outsourcing these services to a computer center located in a large city.

Our bank also uses high-speed Internet to communicate for purposes such as check clearing, Automated Clearing House (ACH) credits and debits, Internet banking, debit card transactions, mobile deposit through customer's smartphone, remote deposit capture by merchants and so much more. Reliable, high-speed Internet is critically important to our bank operations. Fiber would greatly enhance the speed of Internet service for these functions.

This last year during the pandemic, it was an extremely challenging time for all businesses and our bank was no exception. Our employees have the ability to work offsite, and this was critically important in keeping everyone safe during the

# Waukon

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## STATE BANK

pandemic. Again, quality, reliable Internet is very important in providing connectivity for at-home workers.

Reliable broadband speeds up to 1 Gigabit will support growing internet demands in our area, as well as greatly assist from an economic development perspective. ACEC has been a reliable satellite internet provider in rural areas for years and is now bringing fiber to the area. Iowa's rural areas need fiber services to be available for our cities, towns, and local businesses.

I understand ACEC is working to extend their fiber network to the City of Waukon. We strongly support all efforts to move this project forward as soon as possible.

Please contact me at 563-568-3451 or [gail@waukonstatebank.com](mailto:gail@waukonstatebank.com) if you have any questions. I greatly appreciate the opportunity to support this technological progress in our immediate area.

Sincerely,



Gail Prestemon  
President & CEO