

OCIO

Empower Rural Iowa Broadband Grant Committee
Office of the Chief Information Officer
200 E Grand Ave
Des Moines IA 50309

Dear Chief Information Officer:

Ecolane is scheduling and dispatching paratransit software with clients located world-wide. The Elk Horn Iowa Ecolane office is a branch office for this firm. In our office we are constantly working with clients and potential clients from many locations around the world. The broadband system is a vital part of our business.

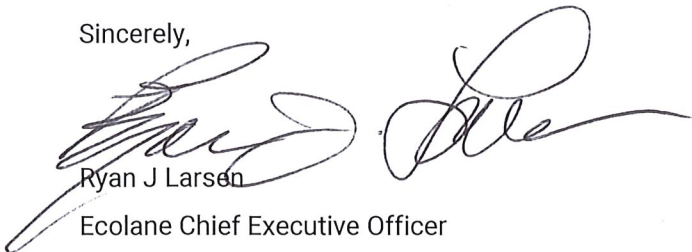
I would like to recommend Marne Elk Horn Telephone Company (METC) for the Rural Broadband Iowa Grant. Below I have listed the reasons why I am supporting them in their effort to receive this grant:

- The staff members hold themselves to a high standard of customer service. With fast response times to calls that are emergency and non-emergency situations, they are there for us.
- There have been times when their advice is necessary. They will stop in the office, review the situation, and openly supply suggestions.
- We have had situations where something in our invoice did not look correct and the staff will contact my Office Manager to review the data and plot the best solution.
- With up to six in our office, the internet and internet phone response times have always been quick and reliable.
- If hardware needs to be purchased, they either have it in-house or can get it within a matter of days.
- As they have expanded their service area, they have not neglected their customers.

I highly recommend METC to receive this grant. They are a perfect example of how a Rural Iowa Broadband Business should function. If you have any questions, please feel free to contact me at the phone number or email listed below.

Thank you for your time and consideration.

Sincerely,



Ryan J Larsen

Ecolane Chief Executive Officer

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