

From: **Humphrey, Amanda** <ahumphrey@mtmercy.edu>
Date: Tue, Nov 17, 2020 at 6:21 PM
Subject: Re: Fiber and Grant
To: Kelly Grout <kelly.grout@kctc.net>

I am so excited about this and happy to help. Below is my email.

Dear Reviewers,

The availability of KCTC services to the community of residents living along Highway 22 between Kalona and Riverside, would positively impact the daily lives of those of us living and working along this route. My family lives at 2646 Highway 22 Riverside. Because we are outside the city limits of Riverside, we cannot utilize in-town media, phone, or internet services. We are also outside the service range of Sharon Center Telephone Company and KCTC. We have cell phone service through US Cellular, which does provide in-home internet service, but we are also outside their service area for in-home internet. Therefore, we have been at the mercy of Windstream, now Kinetic for the last 12 years. We must get our home phone, cable television, and internet service through this company which has questionable financial stability. We cannot separate any of these services, they must be purchased as a package. In addition, we are limited to only 3G internet service. This internet service has proven to be unstable with outages several times a week over the last few years. This has caused great difficulty for my family. One of the difficulties, has been the use of our internet service for entertainment. We subscribe to Netflix and recently signed up for Disney+. Unfortunately, we are now considering cancelling our subscription to Disney+ because of the unreliable internet service and/or the extremely slow speed of our current service. It is almost impossible to stream most of the offerings on Disney+.

Beyond entertainment uses, the most frustrating aspect of our current internet service concerns our ability to work from home. I am an adjunct professor at Mount Mercy University and full-time instructor at Kirkwood Community College. In a normal year, I teach 50% of my classes online and work from home about 50% of the time. During 2020, that number has risen to 90% of my class being taught online, and I work from home 4 out of 5 days a week. As part of my teaching and administrative responsibilities I am online 10 hours a day. I must utilize course management systems, open large documents, record live videos, and participate in Zoom meetings daily. Having unpredictable internet service has a significant negative impact on my ability to work. In addition, with three school children, who utilize iPads and Chromebooks to complete school responsibilities, there are often five people using the internet to complete tasks on any given day of the week. Therefore, the slow speed and instability of internet service has resulted in the complete standstill of school and work activities in our household on many occasions. We have been asking for KCTC service for many years because we know they have a strong reputation in the community for quality products and service. We fully support their grant application.

Sincerely,

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