

From: **Deb Krotz-Dieleman** <deb.krotz.dieleman@icloud.com>
Date: Tue, Nov 17, 2020 at 7:29 PM
Subject: KCTC service
To: <kelly.grout@kctc.net>

Hello,

I wanted to let you know I would be very interested in KCTC fiber and service to my rural area. Specifically, I am currently used to having reliable service from KCTC at my office in Washington, Iowa. I have been happy with the services offered and I have grown accustomed to your service offerings and reliability. Currently, I am located in a rural area which I do not have the speed available or the reliability available that I am accustomed at work. My need to work from home has increased ten fold this year with COVID-19. During March-May I was required to close my dental practice (Krotz-Dieleman Dental Office) and I still was responsible to take care of emergency patients. If a prescription was needed, I needed to drive to town to electronically send the prescriptions and then drive back home. I have now upgraded to try to work remotely, however the speed is slow and not consistent so I am not always able to connect with the federal and state websites to send the prescriptions. I also have some problems to try to enter insurance information remotely as the speed is too slow and not always with my dental software work. I realize that COVID-19 will eventually pass but I will still need to be able to remotely log into my work and write records during bad weather, reschedule patients due to sickness or bad weather, continue to electronically send prescriptions, and take care of correspondence with other specialists. The faster internet and reliability would extremely help my ability to work from home. Thank you for your consideration. Deborah L Krotz-Dieleman DDS