



Agenda

City Council Work Session Meeting
Oelwein City Hall, 20 Second Avenue SW, Oelwein, Iowa
5:30 PM

March 10, 2025
Oelwein, Iowa

Mayor: Brett DeVore

Mayor Pro Tem: Matt Weber

Council Members: Karen Seeders, Anthony Ricchio, Lynda Payne, Dave Lenz, Renee Cantrell

Pledge of Allegiance

Discussions

- [1.](#) Presentation from Mike Becker from East Buchanan Telephone Cooperative.

Adjournment

In compliance with the Americans with Disabilities Act, those requiring accommodation for Council meetings should notify the City Clerk's Office at least 24 hours prior to the meeting at 319-283-5440

Benefits

Faster Speeds

Fiber gives the ability to offer much faster Broadband Internet speeds and quality than what is currently available in rural areas. The speeds available using fiber will be perfect for social networking, gaming, watching videos, video conferencing or working from home! For business owners, productivity is greatly enhanced with the faster speeds for uploading and sharing files!

Superior Video

This fiber technology gives our company the ability to offer the best quality video streaming services to our customers as they become available. Online streaming services have been known to compensate for a slower Internet connection by automatically downgrading the video quality that you see. If you use these types of services, you may not have even noticed an HD video (1080p) being played at 480p quality, or a 4k (4000p) video being played at HD quality. Once you have been exposed to high quality videos, you'll notice and appreciate the difference. By installing fiber, these high quality videos become readily available for you to enjoy as your Internet speed is only limited by the Internet package that you choose.

Local Service and Support You Deserve

The technology we use to deliver services will be different, and the friendly local service we provide will be refreshing. Whether it's office staff or technicians, our team is great!

Economic Development

All companies consider fiber networks a necessity when considering a move or expansion to a community. Our new fiber network technology will help ensure the area is ready to take advantage of future economic development.

Home Value

Based on recent realtor surveys, it's reported that home values increase by up to 5% if served by fiber.

Testimonials

CB wrote: *Small town service and consistent prices.*

AH wrote: *We are very lucky to have a company that knows its customers by name and also great service to our area! Thank you!*

LH wrote: *They brought me fiber Internet in the middle of nowhere.*

RM wrote: *During our years of service we've had wonderful service from everyone there in the office and anyone sent to service a problem.*

CC wrote: *My coworkers who work online every day are jealous of the excellent customer service and amazing response time that I get. When my co-workers service provider may be down for days of even weeks waiting for a tech, I usually have someone out within hours after switching to local service.*

JL wrote: *Such amazing response time and customer service.*

You can find the above testimonials
and more on our website at:
www.countylinefiber.com



FIBER-TO-THE-HOME

Bringing next generation technology to you!

County Line Fiber
214 Third Street North
Winthrop, IA

319.283.1188 or 866.327.2748 (toll free)

www.countylinefiber.com

FAQ

Q. What is Fiber-to-the-Home?

A. Fiber-to-the-Home or FTTH refers to a technology that can be used to provide services to your home or business. Fiber replaces older copper wires and allows us to provide voice, high-speed Broadband Internet, and video services over fiber optic cable which is as thin as a human hair.

Q. What are the benefits of FTTH?

A. Unlike copper and wireless Internet, fiber has a higher data capacity for great distances without signal loss or interference - with plenty of capacity left over for future services. Plus buried fiber is more durable and less susceptible to inclement weather, but if damaged it is significantly more expensive to repair than copper wire. Additionally, the services offer great speed and crystal-clear connections.

Q. What is different about fiber?

A. Unlike copper cable, fiber optic cable cannot provide electrical power to the devices that are connected to it. Therefore, electricity must be supplied by a local power source at your home or business. In addition to standard AC power, a battery backup unit is recommended inside your house or business to allow 9-1-1 calls to function in the event of a power outage. A battery backup unit will not power the Internet during an electrical outage.

Q. How does FTTH affect Broadband?

A. FTTH offers greater bandwidth and the ability for us to provide you more Broadband Internet speed. This benefit provides the opportunity for music, movies, video-conferencing, and a variety of other services that require higher speeds of Broadband Internet.

Q. Any other concerns?

A. Because FTTH is more expensive to operate and repair, it is even more essential that you call Iowa One Call at 811 or 800-292-8989 at least 48 hours prior to digging anywhere on your property. Not only will it keep you safe and help you avoid the inconvenience of an outage, but it may save you from having to pay for costly repairs to the fiber optic cable. For this FTTH project, our contractor calls Iowa One Call for each location. But for any other digging, you need to call One Call...it's the law.

Q. Why are you building the FTTH network?

A. County Line Fiber has the opportunity to offer FTTH services to the south part of Oelwein and all of Hazelton. The new technology will allow us to offer you today's services and those that become available in the future.

Q. Will I need to purchase a new computer or TV?

A. Usually not, but it depends on the equipment you have. Computers will need to have an Ethernet port to plug into or have WiFi capabilities— same as today. TV's should have an HDMI type connection in order to receive the best quality picture and audio.

Q. How do I make sure that I get the new FTTH network installed?

A. Simply call our office at 319-283-1188 to schedule a time for a technician to do a site survey, or stop in our office in Winthrop to discuss your options.

Q. Will the process of burying fiber disturb my yard or property?

A. We'll do everything we can to make sure any disturbance is minimized, and the original condition of your property is returned as promptly as possible.

Q. Will employees need to enter my home?

A. Yes. Our County Line Fiber technicians will come to your home or business and perform a site survey to figure out where the best location for the new equipment. Then beginning in early Spring, authorized contractor will place fiber optic cable from the nearest road to your home where the site survey determined the location.

Once the fiber is brought up to your home, County Line Fiber technicians will need to enter your home to install new equipment that make FTTH accessible.

Q. What equipment is needed in my home to be connected to the FTTH network?

A. We will install network interface device (NID) on the outside of your home and an optical network terminal (ONT) device inside your home where the fiber is brought into your home. The ONT will need to be placed near an electrical outlet. From the ONT, we connect your phone line (if needed) and a cable to a WiFi router provided free at install. The WiFi router will be placed to give your home the best possible signal.

Q. What Internet speeds can we expect?

A. Internet speed is measured by how much data you can access per second. Slow network connections are measured in kilobits (think of the old dial-up Internet days of 56k Internet service). High-speed Broadband Internet is measured in megabits per second and super-fast Internet is measured in gigabits (achieved through fiber optic connections).

- 1 megabit per second (Mbps) equals 1,000 kilobits per second = Normal Internet Speeds
- 1 gigabit per second (Gbps) equals 1,000 megabits per second = Super-Fast Internet.

How much Internet speed your household requires depends on many factors such as...

- The number of people in your household
- The number of Internet-enabled devices in your household.
- How often you use each device.
- How often your household streams videos or uses video-conferencing services or tele-commutes from home, or plays online games simultaneously on multiple devices.

For example, anything above 25 Mbps is considered usable Internet for one user streaming TV services on one device. However speeds below 100 Mbps maybe challenging for larger households with multiple family members trying to stream services on multiple devices or working from home while other household members are online.

On the other hand, subscribing to 1 Gbps of Internet service will provide even the most high-tech Internet consuming household with plenty of bandwidth speed to keep everyone streaming peacefully.

If you need help calculating your home's Internet bandwidth needs, give us a call at 319-283-1188 Monday-Friday 8am-5pm and we'd be glad to help!



February 11, 2025

Greetings,

County Line Fiber (CLF), powered by East Buchanan Telephone Cooperative (EBTC) and headquartered in Winthrop serving Stanley, Aurora, Winthrop, Quasqueton, and Walker will be burying fiber optic cable in South Oelwein and proceeding south to Hazleton this year.

TOWN HALL MEETING – Fiber Project Q&As

Monday February 17th, 6:30 PM

Transco Events on Frederick, 137 S Frederick Ave, Oelwein

Refreshments Served

WHAT IS FIBER? Fiber optic cable is a hair-thin strand of glass that reflects light and is buried underground to your home. This eliminates damage from ice storms and derechos. Data is literally transmitted “at the speed of light” providing extremely fast Internet speeds whose light signals do not degrade.

WHY IS FIBER IMPORTANT? The faster speed of fiber greatly reduces buffering, is much more reliable than other types of Internet, and enables better quality learning, remote work, tele-medicine, and entertainment. Once customers have fiber, it is said to **increase a home’s property value by 5-10%** according to a national survey of realtors. **CLF Internet service is unlimited meaning no data caps, no throttling of speeds, and no contracts.** Phone service is available with **unlimited** long distance calling to the continental U.S.

WHEN DOES WORK BEGIN? Right now! CLF technicians with assistance from our fiber contractor are currently going door-to-door for the “site survey” portion to visit with homeowners and business locations, so please welcome them! This step, and the final install to activate the fiber service would need access the inside of your home or business.

WHAT’S A SITE SURVEY? The “site survey” determines if there are any underground obstacles such as utility and sewer lines, lawn sprinkler systems, pet fences, farm tile, or any planned construction, etc., and to also learn the best location for the fiber entrance to the inside of your home. The final phase where our local technicians would need access to your home would be to connect fiber to your internal network which includes installing a small device which needs to be plugged into an electrical outlet. **We expect the construction dirt work to begin in late March and be completed by December.**

(continued on back)

SERVICE APPLICATION: Enclosed is a service application. Please complete and return with the site survey technician, or mail, or complete online using this link or simply scan the QR code: <https://countylinefiber.com/application/>



Item 1.

CONNECTION FEE: For CLF to connect fiber to your to your home or business, there would only be a one-time \$50 connection fee – and only when your home’s services are ready to start. CLF loves to give back to the community, so until February 1, 2026, we will donate 50% of each connection fee (\$25) to a local nonprofit or local charity of your choice. We have a list of these groups on our service application. There are also other charity grants available through us.

REFUSALS: **If a homeowner refuses to have fiber on their property while the construction crew is in their neighborhood, a fiber connection in the future would be at the homeowner’s expense at an estimated cost of around \$4,000.** Right now is an excellent opportunity to get the most reliable and fastest Internet broadband connections available.

PRICING: Included in this letter for your review is a separate rate page detailing our monthly Internet and phone pricing. Internet packages include a free premium WiFi router (\$140 value).

RESPONSE TIME: We have *local technicians on call 24/7/365*, but with fiber optic cable, “trouble calls” diminish by 90% or more! Our *local* office staff is available Mon-Fri 8-5 for you.

MISC INFO: When construction is completed and you’re ready to start service, ask us about our auto-pay and paperless billing options to make your life easier and provide a one-time discount.

If needed, we’ll include one free WiFi Booster for that hard to reach basement, upstairs office, far corner of your home, or even garage or shop. Our routers and WiFi boosters includes a smartphone app which allows you to:

- actively manage your home network from anywhere you have Internet access
- set parental limits and control devices
- view connection status
- add/remove/rename devices on your network and assign them to people
- freeze Internet access and set up content filtering on a per-device basis
- run network speed tests

Any additional WiFi Boosters (after the first unit) can be added for only \$5.00 per month.

Please call us at 319-283-1188 or email us at help@countylinefiber.com ASAP to let us know if you’d like fiber optic cable provided to your home or business. Or attend the Town Hall meeting on Monday February 17th.

Thank you for your prompt response, and we look forward to serving you with the best and most advanced local Internet, phone, customer service and tech support around.

Sincerely,

Mike Becker
General Manager



EAST BUCHANAN TELEPHONE COOP RESIDENTIAL APPLICATION

Name: _____ Organization: _____

Address: _____ City: _____ State: _____ Zip: _____

Mailing Address (if different than above) _____



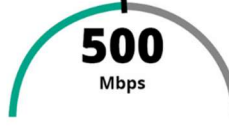

Rental Property? Yes/No If yes, landlord's name and number _____

Home Phone (____) _____ Work Phone: (____) _____ Cell Phone: (____) _____

Date of Birth: ____/____/____ Favorite Color: _____ (For password security)

Authorized Users on Account: _____ Phone: _____

E-bill? Yes/No E-mail address: _____ Auto Pay? Yes/No

LIFELINE PLAN	BASIC PLAN	FAST PLAN	FASTEST PLAN
\$ 49.95 /mo.*	\$ 84.95 /mo.*	\$ 114.95 /mo.*	\$ 154.95 /mo.*
 15 Mbps 15 Mbps Download Speed 15 Mbps Upload Speed Adequate for simple tasks like email and web browsing	 100 Mbps 100 Mbps Download Speed 100 Mbps Upload Speed Good for streaming shows, playing music and sharing photos	 500 Mbps 500 Mbps Download Speed 500 Mbps Upload Speed Great for streaming HD videos, gaming and downloading large files	 1000 Mbps 1000 Mbps Download Speed 1000 Mbps Upload Speed Best for serious gaming, working from home and ultra-fast streaming
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate your preferred internet service option by selecting the appropriate box.

Internet Download/ Upload Speeds are "Best Effort"

A one-time \$50.00 connection fee applies for the following: The installation of fiber optic into the home to a location deemed appropriate by the technicians on site, also includes one free router, and one Wi-Fi booster (if deemed necessary.)

The above additional charges will need to be paid before installation.

Phone plan (\$24)*

*Unlimited long distance plus taxes & surcharges

___ Residential Phone

Current Assigned Phone Number: _____ listed or ___ nonpublished

A signature is REQUIRED to process your order. Your signature below indicates acceptance of the Billing terms and the netINS "Terms and Conditions" (below).

Signature: _____ **Date:** _____

Phone Service Terms and Conditions

1. By signing this registration form and agreement, you (the customer) agree to the following terms and conditions of the service described below.
2. These voice services are provided by netINS 4201 Corporate Drive, West Moines, IA 50266-5906.
3. Telephone technical support (800-205-1110) is available upon activation of your account.
4. INS make no express or implied warranty of any kind. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided by netINS. NetINS makes no attempt to verify accurate receipt of any message and is not responsible for any loss of data resulting from delays, non-deliveries, incorrect deliveries or service interruptions, including those caused by the negligence, errors, or omissions of netINS, nor for consequential damages regardless of their cause.
5. Customer agrees to comply with the terms governing use of the netINS network, as they may change from time to time. Any changes to the terms governing use of the netINS network will be posted as warranted on the netINS computer system. <https://www.netins.net/acceptable-use-policy>
6. This agreement shall be governed by and construed in accordance with the laws of the state of Iowa applicable to contracts to be performed entirely within the state.
7. Either party may terminate this agreement at any given time by giving written notice. Such notice is effective when given. Customer is obligated to pay for service through the termination date, as detailed on the final invoice.
8. By accessing the netINS computer system, user is consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject users to criminal prosecution and penalties. User agrees to indemnify netINS against liability for all use of user's account.

East Buchanan Telephone Cooperative is an Equal Opportunity Provider.

If you are installed before 2/1/2026 half of your application fee will be donated to the charity of your choice

Please circle your 1 selection below

Oelwein List

Oelwein Kitchen RISE Oelwein Lions & Rotary VFW & American Legion

Hazleton List

Hazleton Fire EMS Hazleton Commercial Club Otter Creek Animal Shelter Fontana Park