



## 2024 Oelwein Residential Internet Survey

Dear Oelwein Community Member,

Please help our organizations in our mutual efforts with East Buchanan Telephone Cooperative to make Oelwein a better place to live, raise a family, support our businesses, and retire!

Please complete the online survey **ASAP!**

**Plus there's an opportunity to win tickets to see Sawyer Brown on Friday June 14<sup>th</sup> in Winthrop! Drawing for two pairs of tickets to be held on June 3<sup>rd</sup>.**

Surveys serve as an important tool for any community to acquire facts and statistics that are used to apply for grant funds, make community improvements, and obtain various types of financing.

**Oelwein community leaders have requested East Buchanan Telephone Cooperative (EBTC) to assess the viability of providing fiber optic Internet and phone service in Oelwein, and your response will help facilitate a feasibility study.** EBTC is headquartered in Winthrop and has provided service to the area since the late 1800s **providing exceptional Internet service with technician response times usually within an hour.** (See testimonials and rate plans on Page 2.)

Please complete the online Internet survey, **and be sure to include your street address as part of the survey response – EBTC may first build in the neighborhoods that show the most interest!**

All responses will be kept confidential.

Thank you for your cooperation - we appreciate your response!

Sincerely,

Oelwein Community Leaders and East Buchanan Telephone Cooperative

**Please complete the online Internet Survey by May 15<sup>th</sup> if possible.**

**Later responses will be accepted.**

**Drawing for two pairs of Sawyer Brown general admission concert tickets will be held on June 3<sup>rd</sup>. Concert is in Winthrop on Friday June 14<sup>th</sup>.**

## 2023 Customer testimonials from a previous town that asked EBTC to serve them!

*“Everything seems to be working great!! The process did seem to go smoothly and as expected! The technicians actually put the router in a better spot for our home as it was far away from where we typically use our internet so that was so very helpful!!*

*I don't believe there could have been anything done better. It was all done so smoothly and fast! It was already done best! They were great!!!” T.*

*“The install team was outstanding. Seriously, one of the best that I have worked with in my 74 years. On time, courteous, knowledgeable.” W.*

*“They came to install fiber optics today! The two gentlemen that showed up were so courteous and professional! They even talked to my dog and cats and you could tell they loved their job and are very passionate about what they do! They took the time to answer all my questions and explain everything to me and made it a quick and convenient switch! Top notch customer service from the lady who handles the phones to the guys that came and installed! You guys are awesome!” C.*

*“Thankful for EBTC!! I'm serious when I say your company, your staff, your service guys, and fiber optic workers were and are so great to work with. This whole process of switching from Windstream/Kinetic to EBTC has been a great experience. Sara in the office was a total joy to work with. She is so patient and kind and explains things in a way that is so understandable. Sara put up with my procrastination too!! Your company was amazing to get all three of our buildings on one phone line and one internet. I am beyond blessed and grateful. I can't thank you enough. I am so thankful when people are genuinely kind, polite, and just good people. You all make the world a better place and sure make a difference in people's lives. I know you may say it's just telephone and internet service...but it's not just that to us. It's a part of our work, our homes, our prosperity, our dreams.” N.D.*

## EBTC Internet & Phone Plans

Residential Rates	"BEST EFFORT" DOWNLOAD/UPLOAD SPEEDS	INTERNET ONLY (no phone)	Phone Only*	Phone* PLUS Internet
Lifeline Plan	15/15 Mbps	\$49.95	\$24.00	\$73.95
Basic Plan	100/100 Mbps	\$84.95	\$24.00	\$108.95
Fast Plan	500/500 Mbps	\$114.95	\$24.00	\$138.95
Fastest Plan	1 Gig = 1000/1000 Mbps	\$154.95	\$24.00	\$178.95

\* includes unlimited long distance. Taxes & surcharges apply to phone service only!

Internet - free mobile app for easy management of devices connected to free home router.

Internet includes a free "EVO" access point - if needed - for larger homes. Additional EVOs are \$5/month.

No Contracts! Internet Download/Upload Speeds are always "Best Effort".

One-time \$50.00 Standard Install fee applies to all new fiber customers.