EAST BUCHANAN TELEPHONE COOP & COUNTY LINE FIBER

November 2026 Newsletter

FIBER PROJECTS UPDATE

This month, we're sharing another fiber project update. In our last newsletter, I mentioned our grant project had been completed between Walker and Rowley, which also includes some locations near the Buchanan-Delaware County Line. **And now our fiber projects in Lamont and West Oelwein are also done**. After a busy year, we're excited to welcome new customers in these areas to the East Buchanan Tele Coop and County Line Fiber family.

As Thanksgiving approaches, we're taking a moment to look beyond the projects and appreciate the people who make this year meaningful. First and foremost, thank you for choosing us. We know you have choices, and we don't take your trust for granted. Whether you've been with us for years or are just joining us, we're truly grateful for the opportunity to serve you. Being your local provider means more to us than delivering a service - it means being part of the place you call home. In our original service footprint from 1963, East Buchanan Tele Coop operates as a nonprofit cooperative. That community-first spirit guides how we serve everyone: whether you're an EBTC or a County Line Fiber customer, we treat you with the same care, respect, and commitment to service. You're our friends and neighbors, and we're grateful for each of you. Your needs remain at the heart of everything we do, and your trust gives that work purpose. This Thanksgiving, we're especially thankful for the customers who make our connection to the towns and rural areas so meaningful. Thank you for allowing East Buchanan Tele Coop and County Line Fiber to be part of your everyday life.

We're also thankful for our Board's dedication to guiding the company into the future. Guided by long-term goals and community needs, the Board helps provide stability, continuity, and a clear direction for years to come. One of the Board's priorities is serving our customers and neighbors with the most advanced and reliable Internet technology available today. That's why we've invested in fiber. Our elected Board also takes a hands-on role in guiding the company's donations and support for local projects, and we are grateful for their guidance in all facets.

A heartfelt thank-you is well deserved and goes out to our employees for the time and effort behind this busy year's project milestones. As we celebrate completed projects and welcome new customers, we're grateful for all our team has done to serve our communities. They're truly an outstanding team! And we're now seeking another technician who believes, as we do, that great service starts with caring for our friends and neighbors. Visit our website www.eastbuchanan.com/careers for details.

From all of us at East Buchanan Telephone Coop and County Line Fiber, we wish you a Thanksgiving filled with time to enjoy the people and traditions that mean the most to you. Thank you for being part of our community. Happy Thanksgiving!

Mike Becker

General Manager



NEWSLETTER HIGHLIGHTS

- FIBER PROJECTS UPDATE
- ANNUAL MEETING
- BOARD OF DIRECTORS NOMINATIONS
- 3 LUCKY WINNERS
- THANK YOU
- REFERRAL PROGRAM
- BEFORE YOU HIT RESTART
- INTERNET PRICE TAG

Board of Directors Nominations

Reminder to watch for your ballots in the mail! Please mail in your Board Nomination ballots or drop them off at the Telephone Office before the Annual Meeting on Monday, December 7th

The incumbent board members running for re-election and another 3 year term are:

Winthrop Exchange --Daniel Cocking
Quasqueton Exchange – Eldon Baragary
Aurora/Stanley Exchange -- Colin Koch

Mail in ballots can be sent to PO Box 100, Winthrop IA 50682. Only cooperative members are eligible to vote in the election. Please contact East Buchanan Telephone Office & ask for *Jason* with any questions.

3 Lucky Winners

To be entered into a drawing on November 23rd, to win $10.00 off your November's invoice. Call into the office with the locations of the names Freddie, Jason & Michael.



Happy Thanksgiving! We are here for you! Fast , Reliable & Local





There's no limit to how many people you can refer. More friends connected means more savings for you!

Three simple steps to your $50 credit

1. Spread the word- Tell your friends and *Freddie* why you chose us and encourage them to sign up.
2. Make sure they mention you- Have each new subscriber include your name as the person who referred them on their service application.
3. Enjoy your reward- Your $50 referral credit will appear on your second invoice after the referred subscriber signs up.

Keep sharing. Keep saving.
Refer one new subscriber and earn $50.
Refer three and earn $150.
Refer five and earn $250!

With unlimited referrals, you can keep earning credits as you help more friends and family discover our services. Some restrictions do apply.
Know someone who's ready to get connected? Send them our way! Remind them to put your name on their service application so you can enjoy your $50 thank-you.
Great connections are worth sharing.

Start referring today!

Before You Press Reset... Read This!

When internet issues pop up, it can be tempting to reach for the small "Reset" button on your router. However, pressing that button can erase important settings and may cause a longer service interruption than necessary.

Unless directed by one of our technicians, please do not press the reset button on your router.

Instead, try a simple power restart by following these steps in order:

- **✅ Step 1: Unplug the router.**
- **✅ Step 2: Unplug the ONT (the fiber box connected to your service).**
- **✅ Step 3: Wait 2 minutes.**
- **✅ Step 4: Plug the ONT back in and allow it to fully power up.**
- **✅ Step 5: Plug the router back in and wait for it to reconnect.**

This process refreshes your connection and resolves many common internet issues without affecting your router's settings.

Think of it like rebooting a computer: a simple restart can often get everything running smoothly again. If problems persist after completing these steps, our technical support team is ready to help.

Remember: Restart first. Reset only when instructed by a technician.

There's More to Internet Than a Price Tag

It seems everywhere you look, internet providers are competing on one thing: ***price***. Promotional offers, introductory rates, and special deals can certainly grab your attention. But when it comes to something as important as your internet connection, the lowest price doesn't always tell the whole story.

When you're working from home, helping your children with online homework, streaming your favorite shows, watching the big game, watching *Michael* in Halloween, checking security cameras, or simply staying connected with family and friends, reliability matters.

At East Buchanan Telephone Coop/County Line Fiber, we believe your internet service should deliver more than just a low monthly bill. It should provide the confidence that your connection will be there when you need it.

What Should You Compare?
When evaluating internet providers, consider these questions:

- How reliable is the network?
- How quickly can I get help if I need it?
- Who answers the phone when I call for support?
- Is the infrastructure built to withstand the challenges of our Iowa weather?
- Does the service provide long-term value, not just a temporary promotional rate?
- It is built for reliability?
- Do you have to be locked into a contract?

Our fiber network is designed with long-term performance in mind. 99.9% of our infrastructure is buried underground, helping reduce exposure to weather-related interruptions and providing a dependable connection for the communities we serve.

Local People. Local Service.

One of the biggest differences you'll find with East Buchanan Telephone is our commitment to local service. When you contact us, you're reaching people who live and work in the same communities you do. Our customer service representatives and technicians understand the unique needs of rural Iowa because they're your neighbors.

Value Beyond the Monthly Bill

We understand that every household has a budget, and price is certainly an important factor. But true value comes from receiving reliable service, responsive support, and a network you can count on day after day.

Choosing an internet provider is more than finding the lowest number on a bill. It's about finding a service that keeps your family connected, your work productive, and your home running smoothly at a fair price.

Compare More Than the Monthly Bill

Before deciding, we encourage you to look beyond the advertised price. Compare reliability. Compare local technical support. Compare local community support. Compare long-term value.

At East Buchanan Telephone Coop and County Line Fiber, we're proud to provide fast, dependable fiber internet backed by the local service our customers have trusted for generations.

Because there's more to internet than a price tag.