



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/>



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