



701 S. Canfield St, P.O. Box 188, Dunkerton IA 50626 phone: 319-822-4512 email: dtc@dunkerton.net website: www.dunkerton.net



**EFFECTIVE JULY 1, 2022
FINAL NOTICES WILL BE SENT
BY EMAIL ONLY.**

Paper copies of final notices will no longer be mailed and will be sent via email only. As a reminder, payments are due by the 20th of the month. Payments received after this date are assessed a late fee. Payments not received in full by the 1st of the following month are subject to disconnection and applicable fees. Please contact the office at dtc@dunkerton.net or 319-822-4512 to verify your email address.

FIBER COMING TO WOODLAND ESTATES AND DEWAR!!

Dunkerton Communications is excited to announce we will be bringing fiber optics to Woodland Estates and Dewar. Woodland Estates is the final phase to complete the fiber build within the Dunkerton exchange. If you reside in Woodland Estates, please contact the office to arrange a time for our techs to begin installing new equipment on the exterior of your home.

Dunkerton Communications is also pleased to announce we were recipients of NOFA #7 grant funding to build fiber to a portion of Dewar. New Dewar customers will be offered internet service only. We are excited to begin expanding our customer base and serve the outer limits of our community with the best we can.

These projects are slated to begin late Fall of 2022 or Spring of 2023, pending weather, and should be complete by Summer of 2023.



Fulton to Join Dunkerton Communications Staff

It is our pleasure to announce Jamie Fulton will be joining the team at Dunkerton Communications on October 3rd. She will be replacing Kathy Wheeler in the role of Customer Service Representative as Kathy prepares for retirement. Jamie comes to us from the City of Dunkerton. Stop in and say hello to Jamie and wish Kathy congratulations on her upcoming retirement.



**Know what's below.
Call before you dig.**



RELAY IOWA

Are you or someone you know suffering from hearing loss and/or speech difficulties? Are you in need of a Captioned Telephone? The Iowa Equipment Distribution Program, called Telecommunications Access Iowa, helps individuals pay for specialized telephone equipment. Go to teleiowa.com or call 800-606-5099 for further information.

Video Prices are Increasing

Due to programming cost increases from content providers, beginning October 1, 2022, Dunkerton Communications will be increasing the price for basic video service to **\$110.00** per month. This price increase is strictly due to programming costs.

Dunkerton Communications works with the National Cable Television Cooperative (NCTC) to negotiate contracts with programmers to try and keep costs under control. Our office strives to offer to our customers the best possible service and appealing programs for all to enjoy. All other carriers, whether national or local, are in the same position of increasing monthly rates due to rising programming fees.



**Affordable Connectivity Program
Helping Households Connect**

The Affordable Connectivity Program is an FCC program to ensure that households can afford the broadband they need for work, school, healthcare and more.

The benefit provides a discount of up to \$30 per month towards internet service for eligible households.

For eligibility and enrollment visit www.fcc.gov/acp. After you apply, you will need to contact the Dunkerton Communications Office to complete the enrollment/verification process.

REQUIRED PERFORMANCE TESTING OF SPEED AND LATENCY CONTINUES

As of January 2022, Dunkerton Communications is required by the Federal Communications Commission (FCC) to participate in Performance Measures Testing. In this testing speed and latency measurements are collected from 50 randomly selected locations within the Dunkerton exchange to ensure communication providers are delivering broadband speeds as reported to the FCC. A representative of Dunkerton Communications will contact the locations selected to participate.

Central Office Staff:

Abbi Kienast, General Manager
Brett Delagardelle, Plant Superintendent
Kathy Wheeler, Customer Service Rep
Jamie Fulton, Customer Service Rep
Ray Miller, Combination Technician

Board Of Directors:

Joe Stafford, President
Andy Snyder, Vice President
Penny Teisinger, Secretary
Jon Rathe, Treasurer
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Anna Weepie, Director
Robbie Wheeler, Director