

HUXLEY COMMUNICATIONS

Fiber Means Faster

TECHNICAL

YOU'RE TELLING ME I'M A TECHNICIAN AND A CSR?

LANCE BAKER, INSTALLATION & REPAIR SUPERVISOR HUXLEY COMMUNICATIONS COOPERATIVE

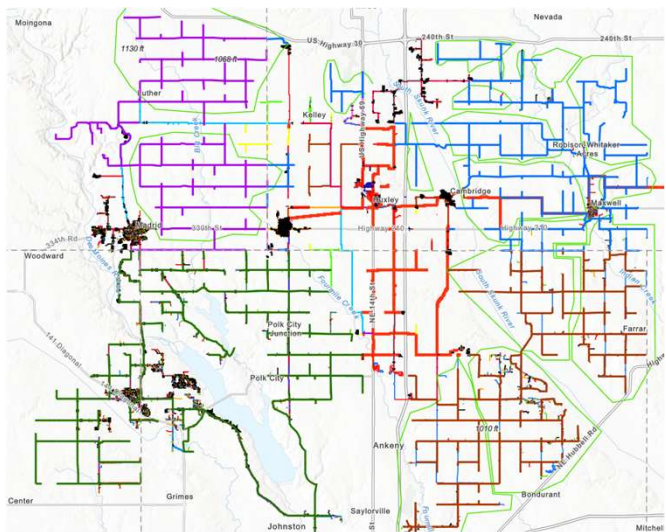
1

WHO WE ARE

Huxley Communications Cooperative is proud to be an integral part of the communities in central Iowa since 1937, all while being the first to provide fiber to the home in Iowa. We serve over 4000 cooperative members and customers and growing.

We connect the communities of Alleman, Ankeny, Cambridge, Elkhart, Huxley, Kelley, Luther, Madrid, Sheldahl, and Slater. We are completing our network build in Granger and will be expanding into Maxwell later this year.

We continue to expand our services into rural areas as an Empower Rural Iowa Broadband Grant awardee to over 1400 locations in Story, Boone, Dallas and Polk Counties.



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2

WHO AM I

1998 Graduated from DMACC earning an AAS in Telecommunications technology.

Worked as a technician for US West after DMACC till 2004

Became a Combination Technician for Huxley Communications in 2004

2024 promoted to Installation and Repair Supervisor

United States Coast Guard licensed captain and guide for chartered fishing excursions.

Fished and promoted professionally as an award-winning tour angler for Bass Pro Shops from 2010 to 2016.

Other duties while fishing for Bass Pro were speaking at marketing seminars and product demonstrations, taking sweepstakes winner on guided promotional fishing charters, and worked with the Make a Wish Foundation on behalf of Bass Pro Shops taking children on shopping sprees and outings.

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3

WHO AM I



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4



A conversation about customer service from the view of a technician.

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5

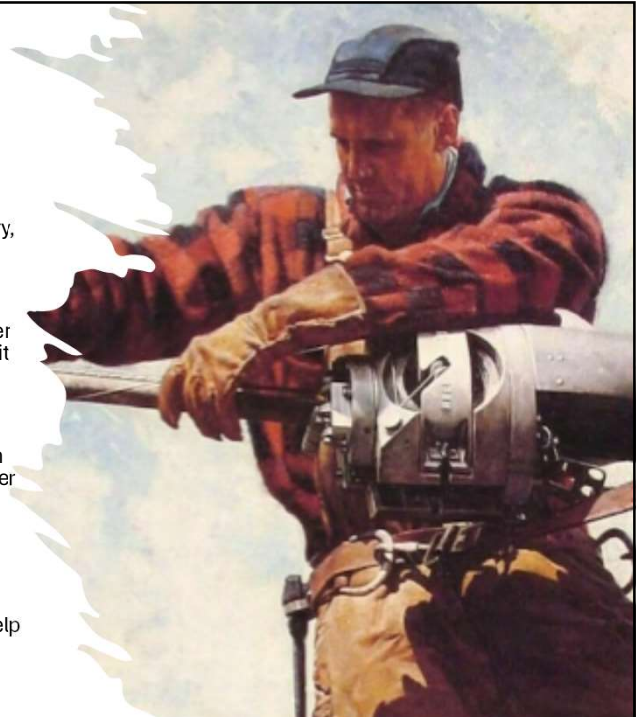
He Helps to get the Message Through

Along the highways of speech, in every part of the country, thousands of Bell telephone linemen help to keep your telephone signal good – and make it better.

They are on the job to maintain uninterrupted service over millions of miles of wire and cable – repair trouble when it occurs and try to anticipate it before it occurs.

They are the men who push forward the lines of communication to new places and new people – through cities and towns, across the deserts, under rivers and over mountain tops. By breaking all the construction records since the war, they have played an important part in the constant improvement in telephone service.

In the everyday doing of the job, as in the dramatic emergencies of fire and storm, the telephone linemen help to get the message through.



6



Questions?

Lance Baker

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