

SEAMLESS SUPPORT DURING A SERVICE OUTAGE

Solon Public Library, Solon, IA



Service
50Mb Internet Circuit

Last Mile Provider, Public-Private Partner Unit

Interim Library Director
Megan Richardson



AT A GLANCE

High-Speed Internet is Essential

- ✓ Students completing homework assignments
- ✓ Job seekers submitting applications
- ✓ Locals accessing 24/7 Wi-Fi

Robust connectivity supports nearly everything the library does.

"We provide 10 patron computers, additional laptops and Chromebooks, as well as 24/7 Wi-Fi access. There's never a moment our community isn't connected to high speed internet, thanks to ICN!"

Megan Richardson

Interim Library Director
Solon Public Library



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REPORTING THE FIBER CUT

A physical fiber cut suddenly slowed internet traffic at the library, disrupting daily operations and leaving patrons without access to online services.

When the outage hit, Interim Library Director Megan Richardson logged into her account and submitted a support ticket. She found the reporting process to be seamless and "so quick," which made logging the incident "easy during an already stressful time."

COMMUNICATING UPDATES

Richardson noted that she was "very impressed with the continuous updates provided," particularly the clear timelines for resolving the issue. Prompt details and repair estimates allowed library staff to keep everyone informed. Network interruptions may be an inevitable reality of physical infrastructure, but ICN's response proved that exceptional support is defined by transparency.

DIFFERENCE MAKER

The real difference maker wasn't just how quickly the issue was logged, but the steady flow of updates that followed:



Easy Submission: The online portal allowed staff to report the issue instantly during a high-stress moment.



Continuous Updates: ICN maintained clear, consistent communication throughout the entire repair process.



Predictable Timelines: Accurate recovery estimates gave library staff the insight needed to set clear expectations for patrons.



Iowa Communications Network