2026 ICN Performance Report

Iowa Communications Network

October 1, 2026

To the citizens of Iowa:

I am pleased to present Iowa Communications Network's (ICN) Performance Report for Fiscal Year 2026 (July 1, 2025 - June 30, 2026), as required under Iowa Code section 8E.210.

In FY2026, the ICN demonstrated strong fiscal discipline and growth. The ICN exceeded its net-new monthly recurring revenue targets by 37% in FY2026, driven by strong customer adoption of Zoom Voice, Transport, and Outside Plant services. The agency captured more than $720,000 in annualized cost reductions by decommissioning the obsolete DMS-500 voice switch, saving $240,000+ annually, and auditing its Universal Service Fund (USF) categorization to eliminate a $40,000 monthly contribution expense ($480,000 annually).

Our core network again achieved a 100% uptime record, providing highly available connectivity for 911, National Guard facilities, state courthouses, and rural health clinics. Customer satisfaction reached 95%. Furthermore, our strategic public-private partnership with Aureon successfully outsourced legacy long-distance traffic, guaranteeing service quality while driving voice traffic and dollars into Iowa’s private telecom sector.

To sustain these efficiencies, the agency initiated the migration of core operations to Cadebill, replacing legacy systems and spreadsheets with an integrated, carrier-grade Business and Operations Support System (BSS/OSS).

The ICN accelerated its strategic transformation, continuing a shift from a legacy commodity provider to Iowa’s premier Managed Service Provider (MSP). By enforcing rigorous fiscal discipline and expanding public-private partnerships, we delivered enhanced value to Iowa taxpayers while strengthening statewide critical infrastructure.

Thank you,

Ryan Mulhall
Executive Director

Executive Summary

The Iowa Communications Network (ICN) concluded Fiscal Year (FY) 2026 by demonstrating strong operational efficiency, fiscal discipline, and strategic growth across the agency during this performance period.

This report highlights the agency's key initiatives and major accomplishments in FY 2026. Strategic initiatives directly strengthened both revenue and savings. New monthly revenue growth remained consistent each month, exceeding the annual goal by 37% over the year's goal. This performance was driven by major modernization efforts, including a public-private partnership with Aureon for long-distance traffic and the retirement of the legacy DMS-500 switch, which eliminated hardware risk and yielded an estimated $240,000+ in annual savings. Additionally, focusing on the restructuring of Universal Service Fund (USF) categorizations eliminated a $40,000 monthly contribution expense.

Moving forward, ICN is transitioning core billing and operating systems to Business and Operations Support Systems (BSS/OSS) to centralize data, enhance reporting, and streamline agency-wide operations.

Key Efforts & Major Accomplishments

Increase Revenue

Leverage public/private partnerships for new and existing services.

Decrease Expense

Drive behaviors and policies that are fiscally responsible.

Make Our Lives Easier

Operate the agency as a telecom business.

Strategic Progress *Goals/Initiatives from ICN's Strategic Plan*

Goal: Increase Revenue

Strategy: Leverage public/private partnerships for new and existing services.

Outsource Legacy Voice *(Strategic Plan)*
ICN successfully transitioned all long-distance customer Voice traffic to a modern platform, leveraging a new public-private partnership with Aureon. ICN secured the ongoing, reliable delivery of long-distance voice services to communities across Iowa.

Goal: Decrease Expenses

Strategy: Drive behaviors and policies that are fiscally responsible.

Performance Metric > Percentage of Decreased Expense Annually: ICN demonstrated exceptional cost-management performance over the past fiscal year.

Expense Control *(Strategic Plan)*

DMS-500 Voice Switch: The decommissioning of the DMS-500 Voice switch eliminates significant operational liabilities, specifically, reliance on obsolete parts. This milestone yields an immediate reduction in operational expenses, projected at a conservative annual savings of $240,000+.

Universal Service Fund (USF) Optimization:
The agency is actively restructuring its USF categorization to align with 2014 regulatory shifts. ICN implemented a retroactive review to eliminate the agency's $40,000 monthly USF contribution, directly enhancing the long-term fiscal stability of the ICN.

Goal: Make Our Lives Easier

Strategy: Operate the agency as a telecom business.

Implement new telecom billing system and operating systems *(Strategic Plan)*

ICN is actively transitioning core operations to a new Business and Operations Support System (Cadebill), which will replace legacy, generic IT tools with an integrated Business and Operations Support Systems (BSS/OSS) platform. This migration will merge disparate datasets into a single, clean, and structured data model to enhance cross-system accuracy.

Major Accomplishments

Measures from ICN's Operational Plan

37% Over Goal

New Monthly Revenue Growth

Goal: New monthly revenue growth.

What it Means: Month over month, ICN exceeded its target for recurring revenue from won customer deals, outperforming the $13,500 goal by 37%. Growth was primarily driven by strong adoption in Transport, Zoom Voice, and Outside Plant services.

The Takeaway: Strategic product modernization directly translates to financial growth. Decommissioning the legacy voice switch in favor of Zoom Voice updated technology while serving as a primary driver of revenue performance and profitability.

100% Uptime

Core Network
Mission-Critical Infrastructure

Goal: Operate & maintain the critical infrastructure core network at 99.999%, as it relates to uptime.

What it Means: The central infrastructure of the ICN network achieved 100% operational uptime for the full fiscal year.

The Takeaway: Achieving 100% core network uptime represents the gold standard of service reliability. While localized incidents, such as fiber cuts or individual component failures, may occasionally impact specific locations, the primary ICN backbone remained entirely operational, guaranteeing uninterrupted enterprise service across the state.

	Availability Level	Classification	Maximum Annual Downtime
ICN	99.999%	Gold Standard (Five Nines)	~5 minutes
	99%	Commercial Grade	~87.5 hours (3.65 days)

95% Satisfaction

Customer Satisfaction Rating

Goal: Maintain high customer satisfaction

What it Means: A 95% combined score shows strong end-to-end performance, blending high-touch field installations (96.92%) with reliable ongoing NOC support (93%). Customers trust the team and actively recommend the service.

The Takeaway: We remain focused on holding our high standards while actively elevating NOC satisfaction (currently 93%) and installation expectation alignment (currently 92%). Whether expanding network capacity, deploying new voice systems, or resolving unexpected service issues, the ICN team is dedicated to providing reliable technology paired with Iowa-based customers service that keeps our customer loyal.

ICN's Fiscal Year 2026 Performance Results

Measure	Target	Actual	Analysis
Quick Ratio	1.75	1.90	The agency is in a solid position to handle its immediate expenses. We have $1.90 available for every $1.00 in short-term debt. This exceeds our goal of $1.75 per dollar owed.
Percentage of Decreased Expense Annually	5%	10.166%	This metric doubled the target goal, demonstrating exceptional cost-management performance over the past year. This significant decrease of expenses means the agency operated much more efficiently than planned, freeing up resources that can be reinvested elsewhere.
Days Cash on Hand	60	44.91	This measures the number of days we can cover operating expenses. As of FY 26, our actual cash balance sits at 44.91 days, which is roughly 15 days below our 60-day target.
New Monthly Revenue Growth	1%	37%	A key contributor to this progress was the strategic shift in our voice platform by removing a legacy voice switch and transitioning to Zoom Voice, which not only modernized our offering, but also generated a positive financial impact.
Percentage of Core Network Uptime	99.999%	100%	There were no core network outages in FY26. This does not mean that some network nodes were not impacted by issues, such as fiber optic cable cuts or device issues such as a failed card. As a whole, the ICN core network uptime was at 100% in FY26.
Percentage of Customer Satisfaction	85%	95%	The average customer satisfaction score for a telecom company is 70-75% according to the American Customer Satisfaction Index. The target of 85% significantly exceeds the industry average.
Book to Bill Cycle (in Days)	N/A	N/A	Measurements of service delivery times are being developed with the implementation of the BSS/OSS platform.