



Fiscal Year 2025

ANNUAL REPORT



Prepared By:
Iowa Communications Network



Our Direction

> Mission <

We are committed to delivering innovative, secure, and reliable network and technology solutions for education, healthcare, public safety, and government across Iowa.

> Vision <

Delivering essential communications services to our customers, allowing them to better serve Iowans. We enhance critical infrastructure and foster public-private partnerships that drive innovation, economic development, and connectivity across the State.

> Values <





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Agency information between July 1, 2024 - June 30, 2025

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Iowa Telecommunications and Technology Commission

Steve Olson, Chair
Carmine Boal
Robert Holz
Brett Mason
Denise Sturm

Rob Sand
ex officio, State of Iowa Auditor

Matt Behrens
ex officio, Chief Information Officer

ICN Executive Team

Ryan Mulhall

Executive Director
Appointed by the Governor

Scott Pappan

Chief Technology Officer /
Chief Operating Officer

ICN Leadership Team

Mike Cruise
Director of Finance

Stephanie DeVault
Director of
Business Services

Patrick Kazeze
Director of Networking
& Engineering

Connor Kuehl
Director of Facilities,
Cable Plant, NOC



November 13, 2025

The Honorable Kim Reynolds
Governor, State of Iowa
State Capitol
Des Moines, Iowa 50319

Dear Governor Reynolds:

On behalf of the Iowa Telecommunications and Technology Commission (ITTC), I am pleased to share an update on the Iowa Communications Network (ICN) for Fiscal Year (FY) 2025. ICN is a vital part of our state's critical infrastructure, connecting communities and providing essential services that improve the lives of Iowans.

Led by a new Executive Director, ICN's strategy has been centered around four values: integrity, customer-focused, reliability, and security. This report details those values, while also focusing on fiscal responsibility and operational excellence, with key achievements including:

- **Infrastructure Upgrades:** ICN upgraded sections of the network with new equipment, providing a dedicated 10Gb connection at 78 aggregation locations. This benefits community healthcare sites, 911 public safety answering points, government offices, and community colleges with added redundancy.
- **Enhancing Connectivity:** In State government buildings, ICN added dependable cellular connections for elevators, fire alarm, and security systems in locations Iowans use daily, a project with a strong public-private partnership.
- **Fiscal Responsibility:** ICN's leadership team is committed to using resources wisely by reviewing expenses and prioritizing investments in network improvements and essential operations. In Fiscal Year 2025, ICN reinvested \$22 million into the private sector, with \$8.1 million specifically going to private telecommunications providers. This demonstrates our commitment to strong public and private partnerships.

This year also brought many positive stories, including ICN's youth outreach efforts with the Statewide Youth Broadband Advisory Council (SYBAC) and the partnership with the network cable installation program at Ottumwa Job Corps. We were also proud to support and highlight the service success stories of customers like the Anamosa State Penitentiary and the Iowa Utilities Commission.

I invite you to explore our annual report to see how ICN continues to provide a secure, reliable, and innovative statewide Network. On behalf of the Commission and all ICN employees, we appreciate the opportunity to be of service.

Sincerely,

Steve Olson
Chair, Iowa Telecommunications and Technology Commission



General Updates

Gov. Reynolds appoints Executive Director

On August 26, Governor Kim Reynolds announced Ryan Mulhall will serve as Executive Director of the Iowa Communications Network (ICN). Mulhall began his new role on August 30.

"I am grateful to Governor Reynolds for the opportunity to lead the Iowa Communications Network into the future," said Ryan Mulhall. "The ICN's critical infrastructure provides connectivity for many essential functions in our state, including healthcare and 911, and we will continue to find ways to make the network more resilient, reliable, and secure."

Mulhall assumed the role of Executive Director after serving as the network's chief information officer since March 2016. He previously led communications for the United States Army in Afghanistan and on military bases in the U.S. He specialized in IT infrastructure projects with IP Pathways in Urbandale, IA before joining ICN.



"The ICN's critical infrastructure provides connectivity for many essential functions in our state, including healthcare and 911, and we will continue to find ways to make the network more resilient, reliable, and secure."

- Ryan Mulhall, ICN Executive Director

Legislative Session Recap

Legislative Bills of Interest

The following bills were signed by the Governor after the 2025 legislative session.

- HF 706 relates to Open Meetings and Open Records.
- HF 879 relates to critical infrastructure sabotage and creates penalties of up to \$85,000 in fines for damaging communications infrastructure.

Appointment & Reappointment

- Brett Mason's ITTC membership appointment was confirmed by the Senate on April 28.
- Ryan Mulhall's Executive Director appointment was confirmed by the Senate on April 28.

Contracts Exceeding \$1 Million

Code of Iowa Reference

ICN contracts entered into during FY 2025 exceeding \$1 million, as required by the Code of Iowa, Section 8D.3(3)(f). **None**



Service Overview

Internet

303.33Gb Purchased

Our critical broadband services provide essential Internet connectivity to customers across various sectors, enabling them to fulfill their missions.

Breakout of Internet Purchased by Sector:

Education 222.840 Gb

- Higher Education 81.098 Gb
- K-12 Schools 117.143 Gb
- Area Education Agencies (AEAs) 17.490 Gb
- Libraries 7.109 Gb

Healthcare 11.577 Gb

Government 47.189 Gb

Public Safety 21.386 Gb

Total Internet Purchased: 303.33 Gb

Voice

Suites of Productivity

Zoom, AI-powered Collaboration Platform

As a reseller, this partnership offers users a range of flexible and comprehensive services and features.

During Fiscal Year 2025, ICN has a total of 20 customers using Zoom, with 4 having access to Fedramp.

Zoom Products	Licenses Purchased
Zoom One for Business	260
Zoom One for Education	933
Zoom Meetings Education	375
Zoom Phone	2,412
Zoom Phone Common Area	54
Zoom Rooms	32

Additional products and services such as webinar, audio, recording, and support are also available.

Managed Voice Service (Lumen)

The managed voice service (MVS) is a cloud-hosted VoIP platform provided by Lumen.

Currently, serving 114 customer groups and 4,950 employee seats.

Security

7,497 Detected Attacks

The staggering number references the Distributed Denial of Service (DDoS) attacks detected on the State's Network that were successfully mitigated by the ICN in FY 2025.

Our 114 customers benefit from our advanced monitoring system, which incorporates automatic detection of attacks.

Our Mitigation Breakdown:



2.96 TB (Terabyte/Bandwidth)

Largest Total DDoS Bandwidth Mitigated.

11hrs, 59mins, 60 secs

Longest DDoS Attack

Security

Managed Firewall

All network traffic entering or leaving passes through our managed firewall service, which examines and blocks traffic that does not meet the defined security criteria.

Each of our 19 managed firewall subscribers has multiple breakouts by IPs.

Our firewall service secures over 1,508 IP's* (estimated) which each likely support a number of devices.

**Not including private IP's.*





| Customer Spotlight



Anamosa State Penitentiary, Iowa Department of Corrections

Structured Cabling & Managed Voice (MVS)

This two-year project involved recabling the entire campus and upgraded the Voice system. This required installing phones in 26 buildings, 6 towers, and 4 phones within an extensive tunnel system. An impressive 30,000 feet of Category 6 cable was installed to support the workstation cabling required for the project.

“

“The ICN team worked hard to ensure we were provided with a fully functional system with all the features promised to us.”

”

Iowa Utilities Commission (IUC)

Service: Zoom Voice

The goal was to help lowans reach their call destination promptly and effectively. The 80 IUC staff members work with customers, lawyers, and other key groups to provide access to affordable, reliable, eco-friendly, and safe utility services.

Combining Zoom One with Zoom’s contact center and phone service allows callers to quickly reach the specific utility they need. This improvement eliminates the wait time and unnecessary transfers that used to happen.



U.S. National Science Foundation, National Radio Astronomy Observatory (NSF NRAO), North Liberty

Service: Internet

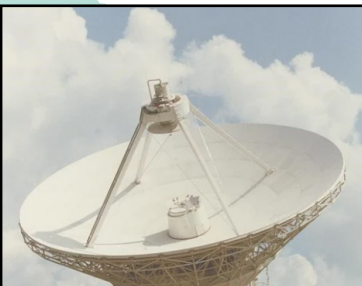


Photo provided by the U.S. National Science Foundation National Radio Astronomy Observatory, North Liberty station.

ICN upgraded Internet service to Iowa’s radio antenna site for the U.S. NSF NRAO in North Liberty. This site is 1 of 10 observing stations that make up the U.S. National Science Foundation Very Long Baseline Array (NSF VLBA). As a ‘super eye’ for astronomers, these stations across the United States have the mission of viewing galaxies and supermassive black holes.

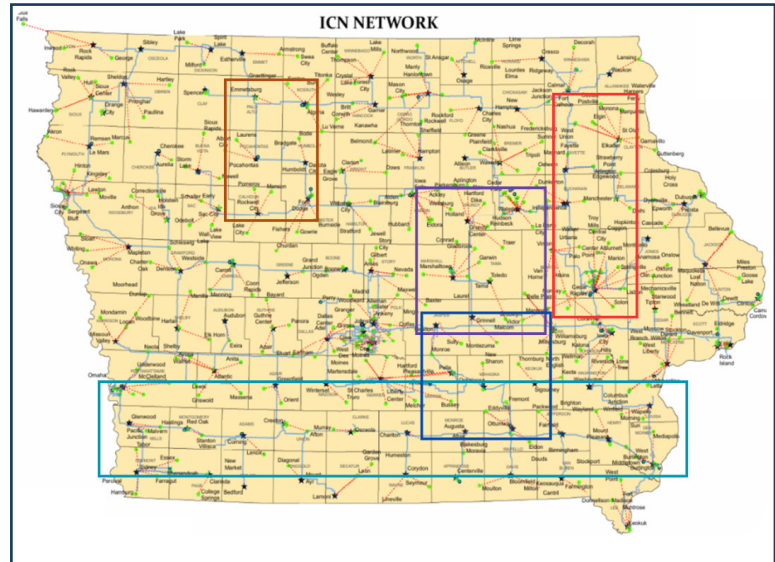
The bandwidth increase at North Liberty was needed since the stations are moving to real time processing of data.



Network Redundancy Statewide

ICN upgraded sections of its infrastructure during fiscal year 2025. The new equipment offers a dedicated 10Gb connection at each aggregation location. Local healthcare sites, 911 public safety answering points, government offices, and community college sites all benefit from the added redundancy.

The installed equipment allows for Ethernet and IP services to pass through the Network on a redundant infrastructure. The hardware was switched from 24x1Gb connections to 24x10Gb connections, which is part of a larger network project that will enhance 156 aggregation sites. When all sites are upgraded, ICN will have a full 10Gb converged aggregation network throughout the State.



Continuous network enhancements improve customer experiences and protect the critical infrastructure. These types of upgrades are designed to future-proof the network and ensure it can handle the increasing demands of emerging technologies.

Southern Tier

Council Bluffs
Glenwood
Red Oak
Corning
Creston
Osceola
Chariton
Albia
Ottumwa
Fairfield
Mount Pleasant
Burlington

Upgraded ICN Aggregation Areas

North Central

Fort Dodge
Humboldt
Pocahontas
Emmetsburg

South Central

Newton
Pella
Oskaloosa
Ottumwa

Northeast

Tiffin
Cedar Rapids
Vinton
Independence
Oelwein
Calmar

Central & Northeast

Newton
Marshalltown
Grundy Center
Waterloo
Emmetsburg



Public-Private Partnership

Granite and ICN Collaborate to Support Critical Functions

Providing dependable cellular connections for elevators, fire alarm panels, and security systems.

Granite Telecommunications (Granite) and ICN announced the partnership to provide dependable cellular connections for elevators, fire alarm panels, and security systems in locations that lowans visit every day.

For many State government buildings on the Capitol Complex, integrated building systems operate using legacy copper voice lines, also called POTS (Plain Old Telephone Service). With POTS technology becoming outdated due to rising costs, ICN explored alternative solutions to ensure government customers can keep providing essential day-to-day services to lowans.

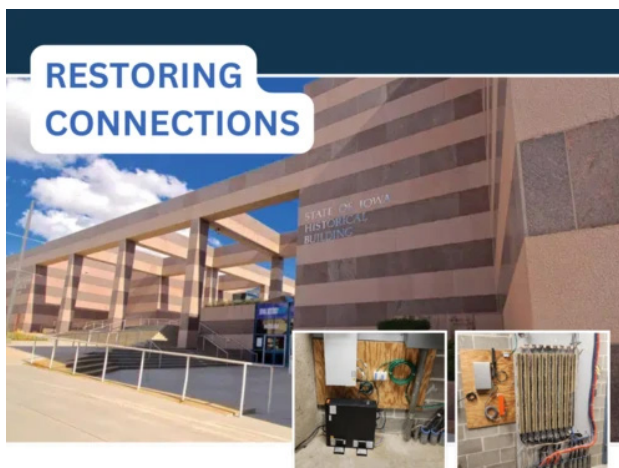
For deployment, government buildings will have a direct Internet fiber connection plus two SIM cards from two separate providers. This allows the box to have a total of three connections, ensuring redundancy.



ICN Assists the State Historical Building with Connections March 2025

Following a vendor outage that disrupted connections to the elevator and fire panels, staff from the State Historical Building and the Iowa Department of Administrative Services (DAS) reached out to ICN for assistance in restoring connections to those essential services.

The team at ICN pitched in to get connectivity back up and running.



After the telecom 1FB circuits went down on a Thursday, the ICN team jumped into action, working on Friday to deploy a cellular solution.

The new solution became operational just before the weekend, saving DAS an estimated 63 hours of overtime staff coverage that would have been required to manage emergency situations while the primary system was down.



Youth Outreach

Network Cable Students Receive Hands-On Training

ICN Gives Cable Students Exclusive Telecom Experience

On April 22, Network Cable Installation (NCI) students from the Ottumwa Job Corps received hands-on training from ICN telecom specialists.

NCI students got hands-on experience at various stations hosted by ICN staff and representatives from Fiber Network Services (FNS), ICN's managed service provider. This exclusive mentoring event featured a range of demonstrations, including:

- ICN's Outside Plant team showcased how to locate fiber and the careful art of slicing fiber. Students tested slicing equipment, a skilled technique essential for maintaining broadband connectivity and critical infrastructure.
- ICN's Inside Plant team explained how to properly use a splice box, a circuit toner, and wand.
- FNS rolled in a truck that showcased tools ready for use on job sites. The students interacted with handheld optical testing device, a tool for measuring fiber loss, and equipment for locating fiber.

The day's activities were filled with telecom industry knowledge and experience.

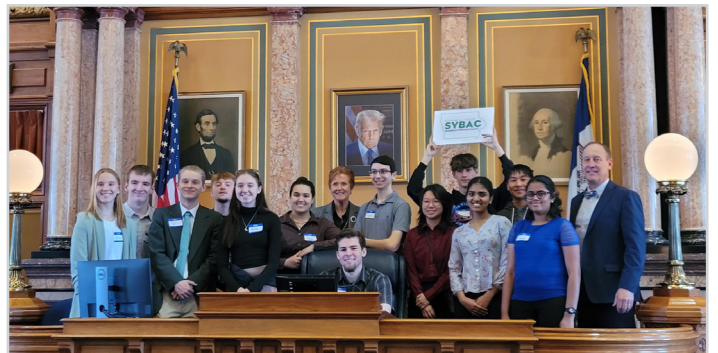
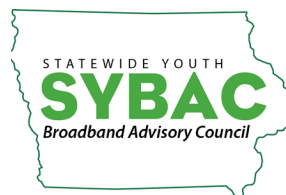


SYBAC Students Visit the ICN and Capitol

ICN welcomed high school students from its Statewide Youth Broadband Advisory Council (SYBAC) to the Capitol Complex on April 8. During the day, the students met with ICN leadership, explored the stunning Capitol building, and interacted with the FIRST! Robotics displays in the rotunda. The students engaged with several elected officials on issues relating to cybersecurity, infrastructure, and technology. In addition, they were also invited to the floor of the House Chamber.

After their Capitol activities, they met with the ICN team, asking a range of questions about infrastructure, career paths, and coding.

The day concluded with a visit to LightEdge Solutions in Altoona, where they got a behind-the-scenes look at a local datacenter.





| Looking Ahead to FY 2026



Continuing Equipment Enhancements

We're continuing to upgrade our network by implementing a 10Gb converged aggregation network across 156 sites. This upgrade provides a more resilient and redundant infrastructure, allowing us to deliver Ethernet and IP services more reliably. To date, we've completed the deployment at 78 sites, with the remaining sites in various phases of completion.



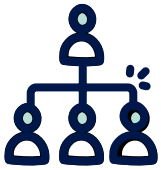
Security Enhancement

Redesigning our Distributed Denial of Service (DDoS) mitigation platform to offer the ability to process and mitigate additional malicious traffic. The enhanced platform will also allow for greater flexibility to perform updates without taking the system offline. ICN will have more redundancy and efficient traffic flows across the State.



Joining Omaha IX Internet Exchange

Working towards joining Omaha IX, the premier Internet Exchange housed at 1623 Farnam's carrier-neutral facility. This partnership enhances the ability to deliver high-performance, low-latency connectivity to authorized users. Allows ICN the ability to peer directly with content and cloud providers geographically closer to its user base.



Building Collaborative Network Relationships

ICN plans to collaborate with other state networks in the country.

As an example, we are working with the Broadband Optical Research, Education and Sciences Network, also known as the BOREAS Network. Upon completion of this project in 2026, ICN will have added connectivity for additional resiliency to content providers, such as AWS, Google, Microsoft, Oracle, etc. The BOREAS network will provide a 100-gigabit path to ICN's ingress (entry) point to the cloud in Chicago.



Cost-Savings and Efficiency Efforts

Assessing our strategic initiatives shows our dedication to solid financial management and greatly enhances the Network's financial outlook. The Leadership Team will be taking steps to use resources wisely by reviewing expenses and allocating money to network improvements and essential operations.

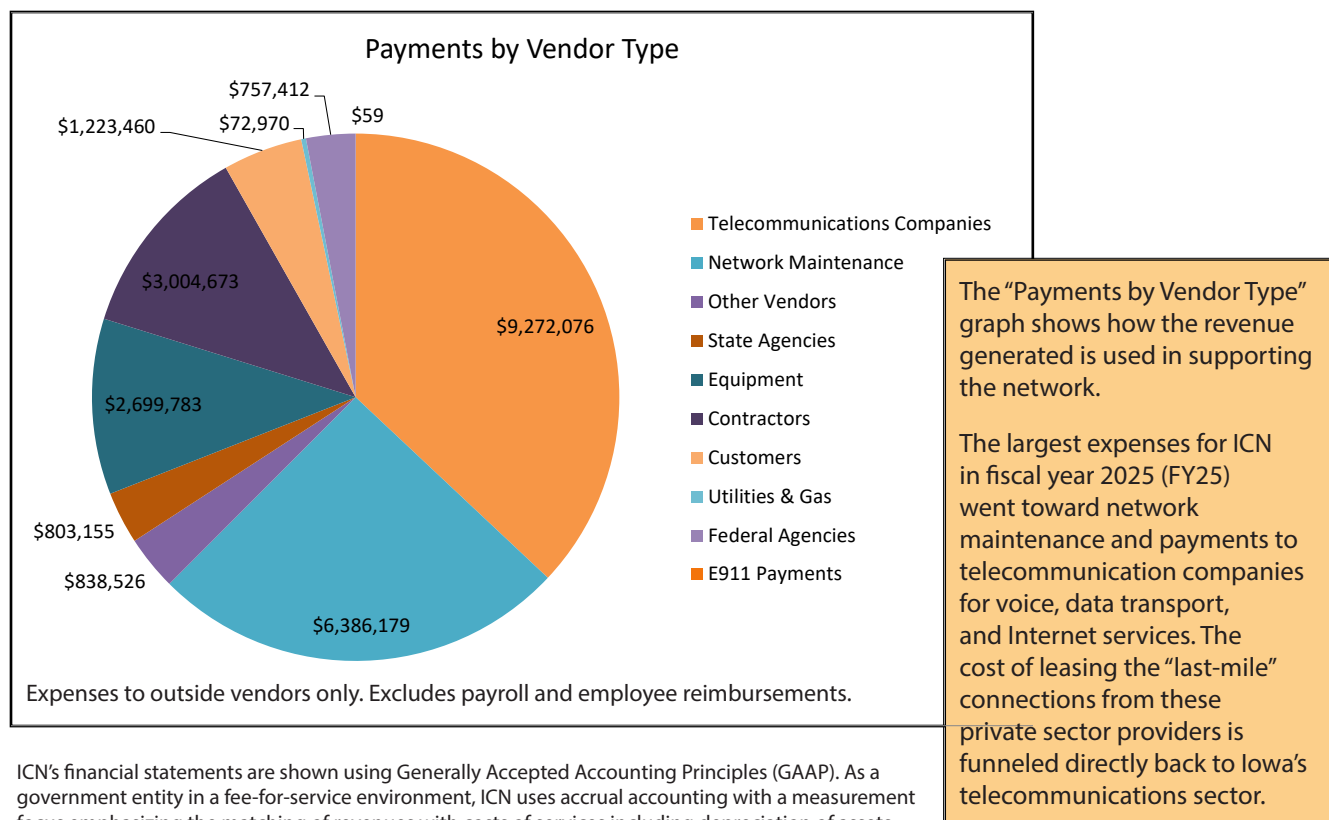
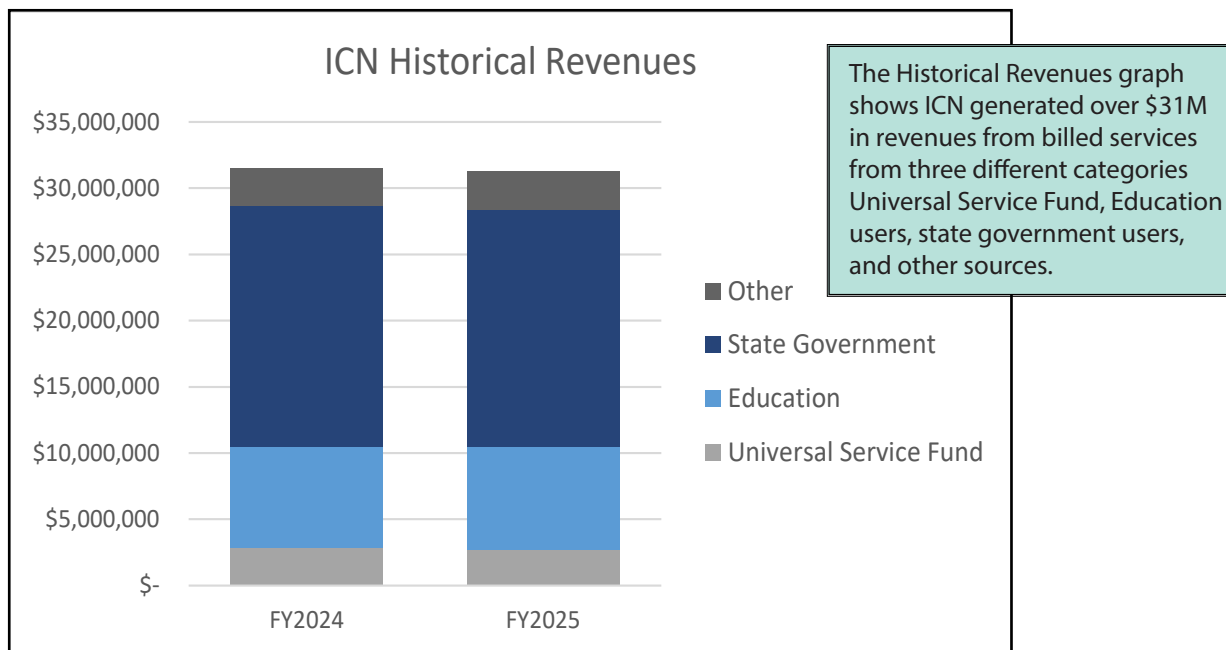


Internal Processes: Integrating New Business Support System and Operating Support Solutions

The Leadership Team will be reviewing internal processes to ensure ICN is meeting customer expectations with efficiency and accuracy.



Financial Charts



ICN's financial statements are shown using Generally Accepted Accounting Principles (GAAP). As a government entity in a fee-for-service environment, ICN uses accrual accounting with a measurement focus emphasizing the matching of revenues with costs of services including depreciation of assets such as network equipment and fiber. Most other State of Iowa agencies use the modified accrual accounting method with a measurement focus emphasizing control and accountability over the raising and spending of public monies.

IOWA COMMUNICATIONS NETWORK

Operating Budget Proposal For Fiscal Year Ending June 30, 2026



	FY2025 Actuals	FY25 Budget	FY26 Budget Proposal
REVENUES			
Voice Revenue	7,487,511	7,201,918	7,037,041
Data Revenue	15,183,100	13,925,238	14,336,209
Internet Revenue	5,551,058	6,110,115	5,799,840
Security Revenue	520,171	534,975	566,208
Colocation Revenue	249,180	249,180	274,500
Outside Plant Build Out/Maintenance Revenue	1,877,567	2,488,631	2,158,503
Network Professional Services Revenue	54,040	11,000	11,000
Structured Cabling Revenue	39,826	2,500	2,500
Interest Revenue	208,592	180,715	144,382
Other Revenue	46,785	6,373	6,015
Federal	-	-	-
Gross Revenues	\$ 31,217,830	\$ 30,710,645	\$ 30,336,198
DIRECT EXPENSES			
Voice Direct Expense	5,108,128	4,639,392	4,384,420
Data Expenses	4,281,252	4,322,462	4,777,624
Internet Expenses	678,877	652,524	682,746
Security Expenses	31,757	54,294	65,991
Colocation Expenses	164	583	24,823
Outside Plant Build Out Expenses	305,278	294,157	112,512
Network Professional Services Expenses	478	2,464	-
Structured Cabling Expense	17,791	750	750
Total Direct Expenses	\$ 10,423,725	\$ 9,966,626	\$ 10,048,866
Gross Margin	\$ 20,794,105	\$ 20,744,019	\$ 20,287,332
OPERATING EXPENSES			
System Maintenance and Technical Support	7,445,041	7,463,889	6,774,482
Outside Plant Maintenance Expenses	3,069,048	2,510,311	2,897,834
Operating Professional Fees	111,070	132,000	100,800
Other Operating Expenses	701,849	552,779	451,175
Total Operating Expenses	\$ 11,327,008	\$ 10,658,979	\$ 10,224,291
Net Margin	\$ 9,467,097	\$ 10,085,040	\$ 10,063,041
GENERAL AND ADMINISTRATIVE			
Personnel Services	9,341,684	9,918,747	9,004,956
Travel	38,635	49,902	43,283
Other General & Administrative Expenses	725,190	897,435	850,876
Professional Fees	109,250	364,755	-
Total G, S, and A Expenses	\$ 10,214,759	\$ 11,230,839	\$ 9,899,115
Net Cash (Deficit) from Operations	\$ (747,662)	\$ (1,145,799)	\$ 163,926
CAPITAL BUDGET			
Capital Expenditures	1,211,703	1,296,617	163,842
Net Equipment Purchases	\$ 1,211,703	\$ 1,296,617	\$ 163,842
Net Cash (Deficit)	\$ (1,959,365)	\$ (2,442,416)	\$ 84

IOWA COMMUNICATIONS NETWORK

Statement of Net Assets

For the Thirteen Months Ending Monday, June 30, 2025



	June Fiscal Year 2025	June Fiscal Year 2024	Increase (Decrease)	
			Amount	%
ASSETS				
Cash & Cash Equivalents	\$3,729,116.51	\$6,229,381.36	(\$2,500,264.85)	(40.14%)
Accounts Receivable	4,403,013.02	4,357,382.15	45,630.87	1.05%
Due From Other Agencies	31,232.56	0.00	31,232.56	0.00%
Interest Receivable	24,671.02	43,093.37	(18,422.35)	(42.75%)
Inventory	910,050.63	902,638.70	7,411.93	0.82%
Prepaid Expenses	1,027,381.44	969,892.62	57,488.82	5.93%
Total Current Assets	10,125,465.18	12,502,388.20	(2,376,923.02)	(19.01%)
Fixed Assets(Net)	3,445,210.84	3,617,056.22	(171,845.38)	(4.75%)
Lease Assets(Net)	4,055,194.03	4,577,271.37	(522,077.34)	(11.41%)
Other Assets	864,639.00	578,412.00	286,227.00	49.48%
Total Deferred outflows of resources	1,012,537.02	1,443,664.64	(431,127.62)	(29.86%)
TOTAL ASSETS	\$19,503,046.07	\$22,718,792.43	(\$3,215,746.36)	(14.15%)
LIABILITIES				
Accounts Payable & Accruals	3,429,289.53	2,705,708.13	723,581.40	26.74%
Sick Leave Incentive Program - Retirees	42,816.00	59,648.00	(16,832.00)	(28.22%)
Current Portion, Lease Liability	713,914.61	690,286.10	23,628.51	3.42%
Unearned Revenue	451,942.05	700,193.73	(248,251.68)	(35.45%)
Short-Term Compensated Absences	476,335.43	638,508.55	(162,173.12)	(25.40%)
Sick Leave Incentive Program - Employees	59,498.32	33,581.69	25,916.63	77.17%
Other Post-Employment Benefits	34,246.97	36,605.61	(2,358.64)	(6.44%)
Total Current Liabilities	5,208,042.91	4,864,531.81	343,511.10	7.06%
LT Sick Leave Incentive Program - Retirees	71,875.00	100,349.00	(28,474.00)	(28.37%)
Long-Term Lease Liability	3,390,847.64	3,936,553.49	(545,705.85)	(13.86%)
Long-Term Compensated Absences	317,556.96	230,924.90	86,632.06	37.52%
LT Sick Leave Incentive Program - Employees	810,994.37	711,685.12	99,309.25	13.95%
Accrued Sick Leave	58,669.27	50,810.80	7,858.47	15.47%
Other Post-Employment Benefits	497,232.42	609,944.39	(112,711.97)	(18.48%)
Net Pension Liabilities	2,610,017.00	3,543,508.00	(933,491.00)	(26.34%)
Total deferred inflows of resources	1,283,468.97	1,041,567.04	241,901.93	23.22%
Total Long-Term Liabilities	9,040,661.63	10,225,342.74	(1,184,681.11)	(11.59%)
TOTAL LIABILITIES	14,248,704.54	15,089,874.55	(841,170.01)	(5.57%)
FUND EQUITY				
Retained Earnings	5,254,341.53	7,628,917.88	(2,374,576.35)	(31.13%)
TOTAL FUND EQUITY	5,254,341.53	7,628,917.88	(2,374,576.35)	(31.13%)
TOTAL LIABILITIES & FUND EQUITY	\$19,503,046.07	\$22,718,792.43	(\$3,215,746.36)	(14.15%)

IOWA COMMUNICATIONS NETWORK
Statement of Net Position
For the Thirteen Months Ending Monday, June 30, 2025



	June Fiscal Year 2025 Year to Date	June Fiscal Year 2024 Year to Date	Increase(Decrease) Amount	Percent
ASSETS				
Current Assets				
Cash & Cash Equivalents	\$3,541,667	\$5,252,919	(\$1,711,253)	-32.58%
Accounts Receivable Due	4,403,013	4,357,382	45,631	1.05%
From Other Agencies	31,233	0	31,233	0.00%
Interest Receivable	24,671	43,093	(18,422)	-42.75%
Inventory	910,051	902,639	7,412	0.82%
Prepaid Expenses	1,027,381	969,893	57,489	5.93%
Total Current Assets	9,938,015	11,525,926	(1,587,911)	-13.78%
Unexpended Appropriations	187,450	976,462	(789,012)	-80.80%
Fixed Assets(Net)	3,445,211	3,617,056	(171,845)	-4.75%
Lease Assets(Net)	4,055,194	4,577,271	(522,077)	-11.41%
Other Assets	864,639	578,412	286,227	49.48%
Total Assets	\$18,490,509	\$21,275,128	(\$2,784,619)	-13.09%
DEFERRED OUTFLOWS OF RESOURCES				
Total Deferred outflows of resources	1,012,537	1,443,665	(431,128)	-29.86%
Total Assets And Deferred Outflows	19,503,046	22,718,792	(3,215,746)	-14.15%
LIABILITIES				
Current Liabilities				
Accounts Payable & Accruals	3,429,290	2,705,708	723,581	26.74%
Sick Leave Incentive Program - Retirees	42,816	59,648	(16,832)	-28.22%
Current Portion, Lease Liability	713,915	690,286	23,629	3.42%
Unearned Revenue	451,942	700,194	(248,252)	-35.45%
Short-Term Compensated Absences	476,335	638,509	(162,173)	-25.40%
Sick Leave Incentive Program - Employees	59,498	33,582	25,917	77.17%
Short-Term OPEB	34,247	36,606	(2,359)	-6.44%
Total Current Liabilities	5,208,043	4,864,532	343,511	7.06%
Non Current Liabilities				
LT Sick Leave Incentive Program - Retirees	71,875	100,349	(28,474)	-28.37%
Long-Term Lease Liability	3,390,848	3,936,553	(545,706)	-13.86%
Long-Term Compensated Absences	317,557	230,925	86,632	37.52%
LT Sick Leave Incentive Program - Employees	810,994	711,685	99,309	13.95%
Accrued Sick Leave	58,669	50,811	7,858	15.47%
Other Post-Employment Benefits	497,232	609,944	(112,712)	-18.48%
Net Pension Liabilities	2,610,017	3,543,508	(933,491)	-26.34%
Total Long-Term Liabilities	7,757,193	9,183,776	(1,426,583)	-15.53%
Total Liabilities	12,965,236	14,048,308	(1,083,072)	-7.71%
DEFERRED INFLOWS OF RESOURCES				
Total deferred inflows of resources	1,283,469	1,041,567	241,902	23.22%
NET POSITION				
Unrestricted	5,254,342	7,628,918	(2,374,576)	-31.13%
Total Net Position	5,254,342	7,628,918	(2,374,576)	-31.13%



2025 | ANNUAL REPORT

Iowa Communications Network
Grimes State Office Building
400 E 14th Street
Des Moines, IA 50319

icn.iowa.gov