



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes January 15, 2026**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, January 15, at 11:00 a.m. in the Grimes State Office Building, ICN Thompson Conference Room, 400 E. 14th Street, Des Moines, IA. To ensure the most efficient use of State resources, the ITTC meeting also included a video conference connection pursuant to Iowa Code section 21.8. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting. The meeting was accessible to members of the public.

Roll Call

Commissioners Present

Steve Olson, Chair
Brett Mason, Member
Denise Sturm, Member
Carmine Boal, Member
Bob Holz, Member
Matt Behrens, Representing the Chief Information Officer, Ex-Officio Member

Commissioners Absent

John McCormally, Representing the State of Iowa Auditor, Ex-Officio Member

Iowa Communications Network Staff

Ryan Mulhall, Executive Director
Scott Pappan, Chief Operating Officer / Chief Technology Officer
Patrick Kazeze, Director of Networking and Engineering
Connor Kuehl, Director of Facilities, Cable Plant, NOC
Mike Cruise, Director of Finance
Tyler Smith, ICN Legislative Liaison
Brian Clayton, Executive Officer 2
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Steve Boal
Ray Warner, Aureon
David Merchan, Iowa AAG
Sammie Leo, AAG
Scott Goldberg, FNS
Daniel Stalder, ICA

Call to Order:

Chair Olson called the meeting to order at 11 AM. It was noted that a quorum was present.

Approval of the December 18, 2025 Meeting Minutes

Chair Olson requested a motion to approve the December 18, 2025, meeting minutes. Commissioner Boal moved to approve the minutes. Commissioner Sturm seconded the motion.

The motion passed unanimously.

Old Business

None.

New Business

Agency Updates

Contracting Update – Mike Cruise

- DMS500 Decommission: We moved nine more customers to the alternative service.
- Dial Around Compensation: this is telecom switch providers who are required to pay payphone providers per call for calls to our telephone numbers. With moving off of the DMS, this has trickled down to near nothing, so we will no longer need to have a third party who administers these payments for us.
- Part IIIs Due in July: There are 11 that are due. The work has begun internally to get these posted for bid.
- General Updates: Many other issues and contracts.

COMMENTS

None

Finance Update – Mike Cruise

The financial ratios.

- Quick ratio is 1.63. This is up from 1.50 last month and is below the goal of 1.75. Reminder this is a measure of short-term liquidity. A major factor in this month's increase was a \$280,000 increase in the cash balance and a \$153,000 decrease in accounts payable.
- Days Cash on Hand (*Current*) - is at 38.20, which is up from 34.59 last month. This number is reflective of timing for when we receive payments from customers.

Budget-to-Actual

Operating margin for the month was positive \$255,265 which was \$207,000 favorable to the budget of \$48,000.

- a. Recurring revenue was favorable to the budget for the month by \$53,000. All six months of the fiscal year have been above budget.
- b. NRC was also favorable by \$35,000.
- c. OSP new build revenue was boosted by \$285,000 billed for the BOREAS project that has been mentioned in other updates for a couple of months.
- d. Direct expenses were \$74,000 unfavorable. About \$68,000 is for expenses that will be directly billable.
- e. Indirect expenses were \$50,000 unfavorable.

Year to Date (YTD)

YTD operating margin is now negative \$692,000, which is \$321,000 unfavorable to budget.

- a. Recurring revenue is above the budget by \$340,000.
 1. NRC is favorable by \$132,000.
 2. Combined OSP revenue is below budget by \$63,000.
- b. Direct expenses are \$976,000 unfavorable.
- c. Indirect expenses are \$246,000 favorable.

Both monthly and YTD comparisons to last year are favorable.

We did benefit from one-time billings this month, but MRC has been favorable every month, so as long as that continues, it will be positive.

Start implementation of BSS/OSS.

COMMENTS

None

Business Services Update – Scott Pappan

The team hit the sales goal at \$17,547. We maintained activity to get that number. The team had 45 sales goals last month, but already we are at 56 for the month of January. Total revenue from last month is \$2.85 million.

- E-Rate Update: There are 61 customers participating in E-rate; 36 asked for pricing. There are currently 260 deals in progress. We have 15 agreements with no extensions left, which will retain \$80,000/month in revenue. One awarded bid in Category 2. Our team should see more bids awarded in February.
- DMS500 Update – All nine customers have come across and signed contracts.
- Project Management (PM) – 122 orders in December, 50 orders completed.
- There are some billing issues that the business services team is working through.

Marketing and Communications

- The Peer to Career group met on January 12.
- SYBAC met on January 13.
- The marketing and communications team was highlighted for their excellent work.

COMMENTS

Commissioner Sturm asked if the billing errors were internal. Scott Pappan explained that a credit is forthcoming. He noted that Emma Hulse has done a phenomenal job. She comes in asking questions.

Network Services Updates

Network Operations & Security Update – Patrick Kazeze

Aggregation: With 56 sites remaining, we anticipate wrapping up by next summer if we maintain our current pace.

Network Forecasting: We are analyzing upcoming projects to forecast their impact on the network. We are currently optimizing for efficiency while reinforcing our security posture by reviewing ports, protocols, and policies.

COMMENTS

None

Facilities and Inside Plant (TAC) Updates – Connor Kuehl

Increase Revenue

- Launched a Product Development project to assist education customers with managed services.

Decrease Expense

- We continued to work with Business Services to decommission the legacy voice switch and hope to be done in the next month or two.
- With finance, we drafted a new chart of accounts and have started trial coding expenses and making team budgets.
- We continued several projects to renew or reengineer legacy connections before they become expensive.

Improve Customer Outcomes

- We continued to work with a large customer and continued an internal project to update network diagrams and knowledge of our major subnetworks.

Make Our Jobs Easier

- We finalized the Scope of Work. Contract for a new billing and operating support system (BSS/OSS), which will tie together customer relationship management, orders/requests and incidents, delivery and support, and billing processes across the ICN.
- We continued to gradually improve our Project Portfolio Management and build upon a completed Knowledge Management goal (annual purge) and are developing best practices and internal training guides.

COMMENTS

Scott Pappan highlighted expanding our operations and facilities with a managed service provider model. We have AEAs and schools asking for support.

Commissioner Boal asked if they would pay for a service? Scott Pappan explained we would manage their telecom infrastructure across the State.

Other Business:

Legislative Update – Tyler Smith

The ICN has no legislation and no appropriations requests this year. Commissioner Sturm’s appointment, expiring on April 30, 2026, is the only official business.

We will continue to monitor any legislation relating to the ICN and the DOGE recommendations and keep the Commission apprised of any activity as the session moves forward.

COMMENTS

None

ITTC Committee Updates – Staff

Finance Committee

Meeting Date: January 12, 2026.

Attendance: Commissioner Holz, Commissioner Sturm, Mike Cruise, Brian Clayton, and Ryan Mulhall.

Topics Covered:

- Discussed what was presented today.
- Provided the update from contracting.

Customer and Services Committee

Meeting Date: January 14, 2026.

Attendance: Commissioner Mason, Commissioner Boal, Stephanie DeVault, Patrick Kazeze, Connor Kuehl, Scott Pappan, and Lori Larsen.

Topics Covered:

- Discussed what was presented today.
- Projects in the near future.
- DMS conversation.

Operations Committee

Meeting Date: January 14, 2026.

Attendance: Commissioner Mason, Commissioner Boal, Stephanie DeVault, Patrick Kazeze, Connor Kuehl, Scott Pappan, and Lori Larsen.

Topics Covered:

- Aggregation project
- Upcoming internal projects.
- Looking to migrate to Office 365.
- The State is going to centralized managed mobile devices. We are currently on Verizon. Like all other agencies, we will be moving to T-Mobile.
- BSS/OSS progress.

- Sales goals for business services.
- 5-year roadmap and how the agency will move forward.

Personnel Committee

No meeting for January.

Public Comment

Executive Director Mulhall added that customer feedback and customer experience are areas in which ICN has excelled over the years. Now the Governor's office and DOM DoIT now provide a tool called Qualtrics that we have embraced. It allows us to get a pulse on our customers. We used to do customer surveys, and we have placed a renewed focus on that within the last calendar year. Some of the marks we received from customers:

- 4.72 out of 5 for overall excellence. For a telecommunications company, that is extremely high.
- Expert professionalism is 100%. That goes to show the dedicated professionalism of our team.
- 4.66 out of 5 for rapid response.

Kudos to the whole ICN team, we do value our customers. It is a great example of why you should be proud of what we do and the critical communications that we provide.

Adjournment

The ITTC meeting adjourned at 11:26 AM.

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission