



# IOWA COMMUNICATIONS NETWORK

## 12 ICN FACTS

### WHAT SETS ICN APART FROM OTHER BROADBAND PROVIDERS?

1

#### Dedicated Account Team

Many employees have been with the Network for 15-20 years, demonstrating our devotion to our users. With our knowledge and expertise, your project is in capable hands.

2

#### Cybersecurity

As security threats continue to rise, we are dedicated to providing cybersecurity solutions. Firewall and DDoS Mitigation are some of the services we offer.

3

#### Statewide Network

Our Network is a border-to-border, statewide fiber optic network that links all 99 of Iowa's counties. We close the digital gap between urban and rural Iowa while providing services to the public sector.

4

#### Local NOC Support

When assistance is needed, be confident that Iowans are waiting to help. Our Network Operations Center (NOC) in Iowa is open 24 hours a day, 7 days a week.

5

#### Private Network

The closed network is only available to education, healthcare, government, and public safety users. This is highly valued in terms of redundancy, dependability, and security.

6

#### Emergency Response

With our Network capabilities, we can support authorized users' efforts during challenging times. We have processes to increase bandwidth and add alternative services when called upon.





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#### Uptime is Critical

Our Network provides the reliable connection when hospitals require vital information, or when 911 calls are dialed and answered. We handle the critical communications that are needed 24/7/365.

8

#### Ring Protection

We have a 100GB core with more than 10+ network rings. Different traffic paths are accessible and will automatically reroute if a path is cut, minimizing the risk of downtime.

9

#### Peering Connections

Our local, regional, and national peers establish direct paths between networks. This reduces the distance that data must travel and results in lower latency and an improved user experience.

10

#### Online Portal

Customers can manage several elements of their service using our dedicated online portal. Order services online and submit, check, and track support tickets.

11

#### One Bill

Our customers get one bill for all services, including those procured from outside vendors on behalf of the customer. Invoice customization is available upon request.

12

#### Contracting Experts

Service Level Agreements (SLAs) and service master contracts are in place. Our skilled team adheres to the State of Iowa's procurement regulations and has a wealth of negotiation and competitive bidding experience.

