Ashley Platz

From: Graham, Matt J <matthew.graham@gokinetic.com>
Sent: Thursday, May 28, 2026 10:36 AM
To: Doug Boldt; Ashley Platz; Abigail Hora; Brian Shay; Brian Detert
Subject: RE: Kinetic Fiber Optic Network Installation Request for Tiffin, IA Rights-of-Way

Good morning,

I wanted to follow up after my public comment session at the City Council meeting on 5/19 regarding the Kinetic Fiber network installation proposal. At the meeting, it was suggested that this might be a good topic for the council working session. I spoke with Brian Detert this morning and he said that they have been reviewing our permit applications and there may be additional comments that the public works department may have after looking at our requests.

If we can get on your agenda, I would like the opportunity to speak with you regarding our request. Please let me know if there are any questions or concerns prior to the meeting so I might be able to address them beforehand.

Kinetic is the fiber optic arm of Windstream Communications. We have been in the area for many years and want to expand our services to more people. We are focused on bringing high-speed internet access to more rural and urban-adjacent communities; we think Tiffin is an excellent opportunity to both increase access and provide more competition for the citizens. We have designed a network that should be able to serve nearly everyone in the city, if they want, with as little impact as possible. However, there will be some disruption when installing the conduit. I want to be sure that the council is aware of the proposed project when they see crews in the city and when citizens complain. I want them to know the benefits of our services and what it brings to Tiffin.

We are focused on residential services with this build. Our network will be fiber-to-the-home, with a fiber from the pedestal into the home, connected to the home router. Some providers offer a fiber to the ROW and a CAT5, cable, or other standard connection to the home. That is better than a cable network or DSL line, but fiber-to-the-home offers vastly superior speeds and reliability. It allows home internet users the ability to work from home, stream TV, operate cell phones, and play online games without lag time.

Fiber optic access is something that people look for in a community when relocating. It used to be that it was a "plus"; now it's a checkbox that is needed. With remote work being as prevalent as it is, a fiber network will allow people to relocate from anywhere. That is the same for industry. Many businesses require a fiber network to operate due to security concerns. The only way they can obtain the security they need is to be able to send encrypted information fast and a "hard-wired" connection is mandatory.

We are aware that Tiffin has several providers, including South Slope Co-op. South Slope provides similar access to the internet, however, Kinetic Fiber provides competition. When one company is the only business that offers their level of product, they have the ability to charge their customers as much as they can. Kinetic is offering FREE connection, and speeds of 100mbps for as low as $25/mo, 300mbps for $40/mo, 1gbps for $50/mo, and 2gbps for as low as $70/mo (see: Kinetic | Fiber Internet Provider | Kinetic High Speed Fiber Internet for details). Kinetic also offers additional equipment such as wireless routers, extenders, and security for an additional fee bundled into your plan. Our highest plans include pricing guarantees for up to 3 years with additional pre-paid Mastercard®.

Competition is good for the citizens, the community, and the businesses. Competition requires providers to maintain prices, service, and technology. If our prices are significantly lower than a pre-existing competitor, they will be forced to evaluate their pricing and either offer more services at the current rate or drop their prices. If a competitor comes into our area with a better product, we will be forced to improve our technology; for example, if Kinetic (Windstream) offers traditional copper internet and a competitor offers fiber optic access, we have to improve our network. And customer service is also a large factor: I am aware that Windstream has a bad reputation for customer service. Windstream was recently purchased and the new parent company (Uniti) has decided to make major investments in adding customer service along with the increased infrastructure in Iowa.

For residential installations, we like to use a method we refer to as "Resi-Plow" and "Resi-Bore". The Resi-Plow is similar to "knifing" in a service line at ~18" depth. The equipment used is smaller, causes less disturbance and disruption to the ground, and is a lot faster than a standard horizonal boring rig. The machine is self-propelled and cuts the soil to the desired depth. A threaded microduct is then forced to depth and the cut is compacted together. After installation, the homeowner will notice a sod seam where the soils were cut. After a month or two of normal conditions, the soils have swelled and the sod has knitted the cut back together for an imperceptible installation. We have a YouTube video that shows the process: https://www.youtube.com/watch?v=-6-hr7oEKnk&list=PPSV&t=23s

We also have the Resi-Bore process that allows us to do a shallow depth bore under impervious surfaces like driveways and sidewalks. Our crew will remove sod, excavate the soil to approximately 24" and set up the machine to bore under the pavement. Another small pit is excavated on the opposite side to receive the drill head and then the conduit is connected back to the Resi-Plow. We only do the shallow bore under driveways and sidewalks or other areas we can't disturb the surface of. All road crossings are bored using traditional boring equipment at a MINIMUM depth of 36"-48". This is a requirement that we follow because we want to protect your roads. Boring at 24" is fine for a driveway because they don't handle heavy traffic, heavy loads, or higher speeds. Roadways, however, can be subjected to all of those forces. We want to protect you, your roads, and your investment in infrastructure.

We will also be required to obtain permits from the Iowa Department of Transportation for US6/W Marengo Rd. The IDOT will send a signature page that requests your acknowledgement and approval of the project. We request that you sign that permit when they send it.

Kinetic is responsible for all damages due to our installation. That is one of the reasons we like the shallow depth installation: a lot of cities have older infrastructure and are unsure of their water main depths. They can't always be located for us to avoid them; our "Resi-" installation methods prevent strikes and lessen the need for pothole location. If we install at 18"-24" we should never be in conflict with water mains and sewers. We use Iowa-1-Call as required by law, but installation at shallower depths, small diameter materials, and precise placement have drastically reduced the number of utility strikes we have encountered. When we do damage, Kinetic is required to repair or pay for the repair. This includes any city utility, electric, gas, and communication lines, street displacement, and driveway/sidewalk damage. We will also repair any laterals that may be encountered during our installation. We understand the risk and accept it as a cost of doing business.

Prior to construction, I will request a joint meeting with Kinetic, Kinetic's contractor Telcom, and the Tiffin Public Works Department to discuss how to proceed with locate requests. We find that some Public Works departments would prefer us to call in locates weekly so they can keep ahead of the progress without having to rush to comply with One-Call requirements. This give a chance for open dialogue with the city staff and a way for everyone to maintain contact.

The map below shows an approximate extent of our plan. The vast majority of the proposed network is to be buried with pedestals between properties near existing pedestals to allow for service. We prefer to use the pedestal because the buried vaults cause long-term problems; the seals eventually fail and water gets into the conduit, if the handhole is full of water it can freeze and we can't do service during the winter, and it is difficult to find the access points when a snowplow covers the ROW with 4 feet of snow. The pedestal allows the conduit to come out of the ground preventing water from filling it, pedestals are much easier to access in the winter and are more reliable long-term. I will prepare a map showing our existing service and trunk lines, proposed buried, and proposed aerial installation to pass out at the meeting. Our engineers are working on compiling that now.

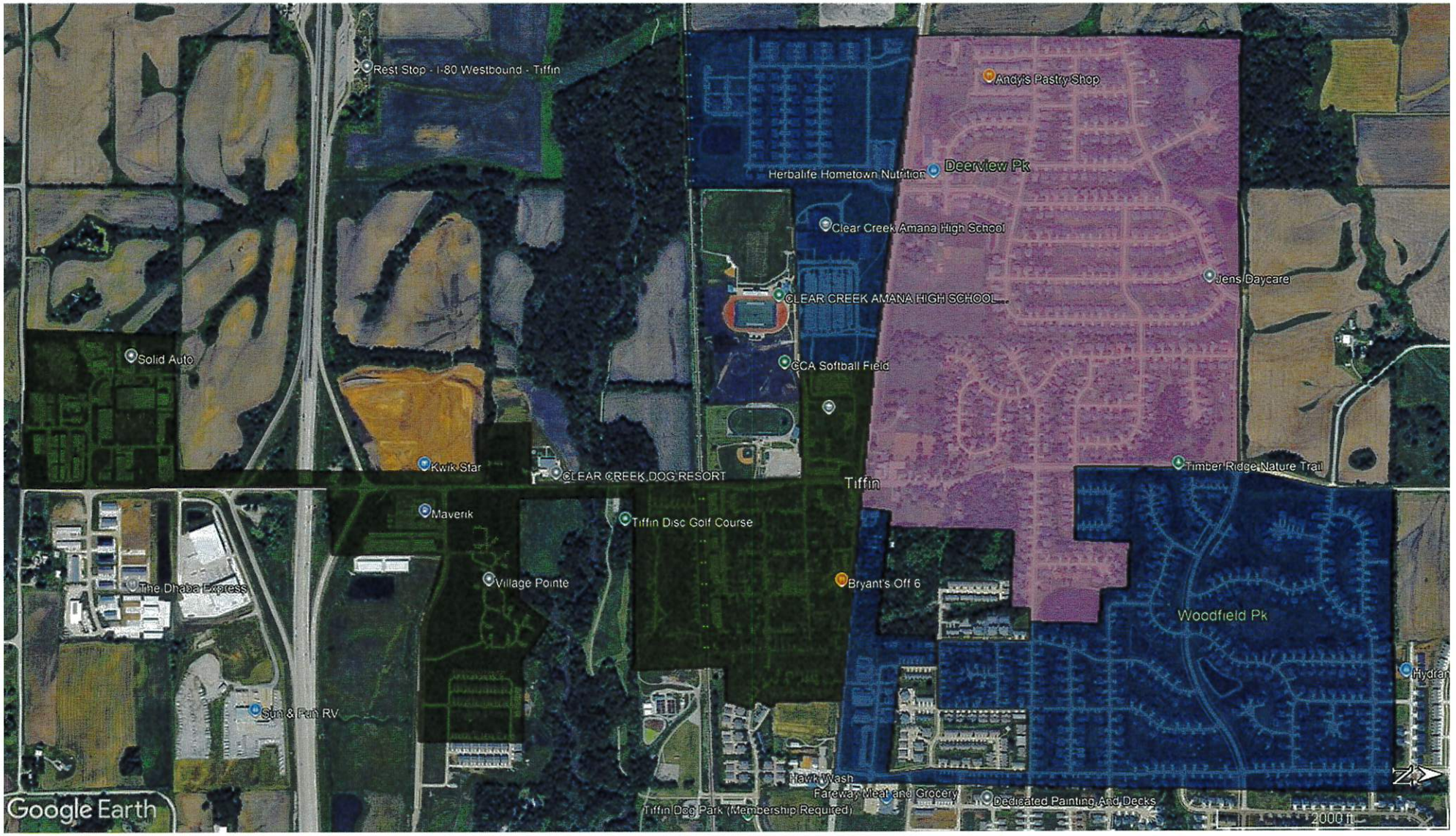
I want to be clear; we are only proposing to work in the ROW and utility easements; we are not going to work in any homeowner's property. We are installing access to the network; any drop line will be up to the homeowner. You could look at the network as a road system; the existing trunk lines that currently run through are the interstates; they carry high amounts of data across the country and are specifically run to larger businesses, schools, and hospitals. We want to install the lower volume lines that get you from your neighborhood to the interstates. Once a customer requests a service line, that would be the driveway to your home. The streets have to be built before the homes and driveways are installed.

As indicated earlier, Kinetic is trying to upgrade the existing, outdated copper infrastructure by replacing it with fiber. We currently serve a significant portion of Tiffin with old copper telephone lines. As we migrate customers off of the old copper service, we will decommission and remove the existing copper infrastructure. Maintaining two parallel services is redundant and copper is cost intensive. This includes copper wire, pedestals, and cabinets. When a pedestal is no longer in use we will remove it and cut the conduits at about 3 feet below the surface and backfill; when an aerial line is no longer needed we will remove it and the pole if it is owned by Kinetic and if a buried copper line is installed in conduit the copper will be pulled from the conduit. Direct-buried copper will be cut below the surface and marked as abandoned as there would be too much damage to the ROW to dig that up. Cabinets will be removed when an entire area is no longer in use.

We want to provide Tiffin with the best possible service. Maintaining the existing copper is becoming cost prohibitive as well. If the council decides not to approve our request, we may have to begin the process to decommission the existing copper infrastructure and notify residents that our copper network will no longer be available. We would prefer to transition them from fiber to copper as they are comfortable with the service, but the current climate may force us into making decisions. That is why we are trying to install the new network and offering free transfers at lower rates.

Just to be sure you have the concise request: "Kinetic Fiber proposes to install a fiber optic (FO) network in the City of Tiffin, IA. Kinetic will install FO cables at approximately 18"-24" below grade parallel to city streets in public Right-Of-Way (ROW) or Utility Easement (UE). Kinetic will be allowed to install FO cable using "Resi-Plow", "Resi-Bore", and directional boring techniques. Kinetic will install fiber optic cable at approximately 36"-48" below grade using only standard directional boring equipment when crossing public streets. The FO network will only be allowed in the ROW or UE until the private property owner requests service. Kinetic Fiber will be responsible for any damage caused by its activity or the activity of their contractor; this includes, but is not limited to, public utility strikes, street damage, road hazard, and landscaping on private property. Kinetic will not be held responsible for private improvements on public ROW or UE. Kinetic will restore ROW and UE to as good or better condition as exists prior to installation."

Thank you for your consideration and I look forward to speaking with you!


Rest Stop - I-80 Westbound - Tiffin
Andy's Pastry Shop
Herbalife Hometown Nutrition
Deerview Pk
Clear Creek Amana High School
Jens Daycare
CLEAR CREEK AMANA HIGH SCHOOL...
Solid Auto
CCA Softball Field
Kwik Star
CLEAR CREEK DOG RESORT
Tiffin
Timber Ridge Nature Trail
Maverik
Tiffin Disc Golf Course
The Dhaba Express
Village Pointe
Bryant's Off 6
Woodfield Pk
Sun & Fun RV
Hydra
Hawk Wash
Fareway Meat and Grocery
Dedicated Painting And Decks
Tiffin Dog Park (Membership Required)
2000 ft
Google Earth