

ATTACHMENT E

September 16, 2015

To Whom It May Concern:

I had internet service at my home in rural Moran, Kansas from Kwikom for several years. There were many times the connection was minimal at best. In 2013 it became virtually impossible to stream video much of the time. I upgraded to a more expensive plan that was supposed to improve the situation. It did not. In 2014 I purchased a year of service in advance based upon Kwikom's assertion that they would make capital improvements to their equipment. Again, our household did not experience improved connection. Kwikom suggested the problem was with the router in my home. I purchased a new router from them. Nothing improved. When I asked for further assistance they provided none. I have since cancelled service with Kwikom.

I reside beyond the reach of LaHarpe Telephone Company's fiber network and would very much like to have access to that service.

Very truly yours,



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September 19, 2015

I was a Kwikom internet customer for many years in the Moran, KS area. Initially it worked well and created few problems. Eventually it became slower and then would only work intermittently. I reported this issue. After two weeks passed with no contact I called again. Another week passed with no contact. On a Monday morning I called again and after a heated discussion about the lack of service I was told it would be fixed that week. It was, on Saturday afternoon. Four weeks had passed since it was reported. The radio on their tower was at fault so all customers serviced by that radio were effected for at least four weeks. After replacing the radio it worked, although it would never run at the advertised speed except in the middle of the night. Eventually it happened again with the same results. I reported intermittent to no service and was ignored. Weeks passed with repeated phone calls requesting service. It was finally repaired and again it was the radio on their tower effecting all customers serviced by that radio. By this time their internet had become so sluggish it was unusable at times. They replaced the radio at my home but that made no difference. I was told that system upgrades were planned and service would improve, none of which happened. In January 2015 I terminated service with Kwikom. This was the only time I ever received a prompt response from Kwikom. I emailed my termination request on a Saturday night and received a call at 8:15 on Monday morning wanting to pick up their equipment. I have been self employed for nearly forty years and have dealt with many companies and services. In those years I have never dealt with a business who had poorer customer service or delivered less of what was promised than Kwikom.

During the second prolonged outage I contacted LaHarpe Telephone Co. to see if they could provide service although I am a mile outside their service area. The only option was paying for a mile of fiber at my expense which I could not justify for my needs. Had I ever had the option to use their service I would never have been a Kwikom customer.



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