**Attachment E – Technical Capability Statement**

Cozad Telephone Company has been providing quality telecommunications services since 1902. Through the years, CTC has deployed numerous advancements in technology to our customers. CTC initially began offering dialup internet throughout our entire exchange in 1997. In 2003, CTC buried fiber to the node across our entire exchange. This allowed us to begin offering DSL services, as well as utilizing fiber for our interconnections and backhaul. To date, we are serving approximately 1600 customers in the Cozad exchange with voice, broadband internet access, and video services.

CTC currently supplies broadband service at 100 Mbps Download and 100 Mbps Upload to all of our city customers, and approximately half of our rural exchange. CTC has over 20 years of experience managing and planning our IP network for our broadband services with the ultimate goal of being 100% fiber to the home across our entire exchange. Our company retains accurate information about subscription counts, available network resources, and latency across our entire network. Best practice policies are implemented to prevent over utilization and create benchmark criteria to indicate where reinvestment or upgrades are required. These policies are based on engineering specifications, periodic maintenance, and testing of electronics and infrastructure. CTC employs four full time field technicians that have been trained in cable construction, maintenance, and repair. CTC employs a network manager in our central office that maintains, upgrades, and tests core electronic equipment providing quality assurance across our network. All five employees perform installation, trouble shooting, and interact with our customers daily to ensure that we are providing a high quality experience that meets their individual needs. Network management systems actively monitor for performance degrading hardware errors, utilization trends, and quality of experience metrics and are reviewed by us continuously. Two customer service representatives are available during business hours for troubleshooting and resolving individual customer concerns. CTC utilizes our own employees for our 24/7/365 on-call services, so that we can continue to provide our customers the highest quality experience with shortest down time should an issue arise.