




66th Annual Meeting

Tuesday, March 5, 2024
Doors open at 3:00 p.m.
Meeting at 4:00 p.m.

Dejardin Hall
Marshalltown Community College,
3702 S Center St, Marshalltown, IA

The Board of Directors and employees of Heart of Iowa Communications Cooperative would like to invite all members/customers to attend the 66th Annual Meeting on Tuesday, March 5, 2024, in Dejardin Hall (Room 808) located on the Marshalltown Community College (MCC) campus in Marshalltown, Iowa. Doors will open at 3:00 p.m. and the meeting will start at 4:00 p.m. The Annual Meeting will consist of the financial report from 2023, reports from both the President and Manager and election of one board member. Door prizes will be awarded.


Cari Teske, Secretary/Treasurer

Heart of Iowa promotes Jay Duncan as General Manager

Heart of Iowa Communications Cooperative has named Jay Duncan as the new General Manager effective February 1, 2024. The current General Manager, Bryan Amundson, will be retiring on May 1, 2024.

Nathan Butler has accepted a promotion to be the new Plant Manager effective on February 1, 2024.

Lifeline Assistance Available for Telephone or Broadband Internet Service

Lifeline assistance is available to low-income residents that subscribe to Heart of Iowa Communications Cooperative's telephone or broadband Internet* service. Eligible subscribers will receive up to a \$9.25 deduction off their monthly bill. To better understand this program, please read the following.

- Lifeline is a government assistance program.
- Discount applies to lifeline supported service.
- Only eligible subscribers may enroll.
- Documentation of program or income eligibility is required prior to enrollment.
- Program is limited to one wireline or wireless or one broadband Internet discount per household.
- Assistance is non-transferable.
- False statement made on the certification form can be punished by fine, imprisonment or banned from program.

If you receive assistance from any of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance – Section 8, Veterans and Survivors Pension Benefit or your income is at or below 135% of the Federal Poverty Guidelines, then you are eligible to apply.

Toll blocking or toll restriction services are also available at no charge for eligible consumers.

For further details, please visit Heart of Iowa Communications Cooperative's office location (502 Main Street, Union, IA), www.heartofiowa.coop or call 641-486-2211.

*Minimum broadband Internet speed required to qualify.



National Do Not Call Registry Notification

The National Do Not Call Registry, managed by the Federal Trade Commission (FTC), gives you an opportunity to limit the number of unwanted sales calls you receive. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

There is no charge to register your phone number. It will remain on the National Do Not Call Registry permanently. The Do Not Call Registry will not prevent all unwanted calls. It does not cover calls from the following:

- calls from organizations with which you have established a business relationship;
- calls for which you have given prior written consent;
- calls from political organizations;
- calls from charitable organizations;
- calls from debt collectors;
- calls that are informational;
- calls for surveys.

To register by phone, consumers may call 1-888-382-1222. For the hearing impaired, TTY call 1-866-290-4236. You must call from the phone number you wish to register. You may also register online at www.donotcall.gov. Inclusion of your phone number on the National Do Not Call Registry is normally the next day but it can take up to 31 days for sales calls to stop. If you get repeated illegal calls from one particular number, please contact Heart of Iowa Communications Cooperative to learn more about our Selective Call Rejection feature for only \$2.00 per month.