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Sent: Thursday, August 20, 2026 10:56 PM
To: monroeadmin@monroeia.com
Subject: Kinetic Fiber Email to Monroe

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Hello, my name is Matt Graham, and I am pleased to let the City of Monroe know that Kinetic Fiber is working to finish the installation of our new fiber optic network in the city. With the new network, I understand there have been several challenges and setbacks, but the finish line is upon us. I would like to let the residents of Monroe know what the process will be to request new fiber optic service OR replacement service to current Kinetic/Windstream copper customers. I will also let you know how to report outages and service disruptions.

As you may be aware, Kinetic installed our fiber optic lines within the city-owned Right-of-Way adjacent to streets and alleys, and in utility easements that may have also been available. We are aware that you may be happy with your current provider or may wish to help locate the installation point into the home; therefore, we do not install directly to every home with our current installation. You, as the homeowner, will have to call and request our installation team to connect the fiber from the ROW to your home. It is a way for us to make sure that we have permission to be on your property while doing our work and allow you to discuss installation options with our team.

To request service, please click on this link: [Kinetic | Fiber Internet Provider | Kinetic High Speed Fiber](#)



[Internet](#), go to www.gokinetic.com, scan this QR Code or call 1-888-839-4147.

Please look for the REFERRAL CODE line and insert MATTGRAHAM245. It allows us to track how our outreach is reaching customers and helps with our local analytics. We have several plan options that start as low as **\$24.99/month** for **100MBPS** and range to **\$79.99/month** for our **2 Gig** speed service. There are other add-ons, like routers, extenders, security services, etc. that are also available. All plan details are located at GoKinetic.com. Currently, Kinetic has **no** plans to **charge for installation** to individual homeowners. The goal of the current project is to migrate as many customers as possible from our old copper telephone and internet service to the new fiber optic network. We do not anticipate charging until we decommission our old copper network, which will likely not be for at least a year.

After placing your order, a local technician will visit you to discuss the best ways to install the line from the pedestal to your home and the best entry point at the house. The technician will install a temporary service drop to your home and protect it from damage to give you access to our service that day. We will install a small Network Interface Device (NID) on the outside of the house and seal the entry port into the house. The technician will install any devices you have purchased or rented from Kinetic and perform an initial WiFi setup in your home. At that point you will have our service connected. A buried drop crew will be scheduled to install the final service line in a few days. We are required to contact Iowa's One-Call/811 utility locating service at least 72 hours prior to installation. The final path will have existing utilities located and the buried drop crew and bury your service line. That process should take about 1 week, maybe longer if locate volumes are heavy.

If your service is interrupted, the best option is to log on to your GoKinetic app and report an outage. If you are calling, use 800-347-1991 M-F 6:00am-7:00pm and Sat 7:30am-4:00pm. After hours, please call 888-839-4147. They will help you set up a service outage ticket to start to get your service restored.

Kinetic is pleased to be able to continue service to the City of Monroe. We have served the city for many years under the Windstream name and now as Kinetic. I understand that Windstream's history is somewhat rocky, but we hope with our new infrastructure investment, and a little time passing after the construction work, you will see us as a partner in the community and allow us to grow with you and see a brighter future together!

Sincerely,

Matt Graham

Utility Project Coordinator

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