



## Watt's Up at MVEC: Celebrating 10 Years of MVlink

### Powered by Local Service You Can Count On

At Maquoketa Valley Electric Cooperative, we take pride in doing things a little differently. Compared to many of our electric cooperative peers across Iowa, MVEC offers a distinct advantage: along with reliable and affordable electricity, we also provide fast, affordable, and reliable fiber internet through MVlink.

This year marks a major milestone—10 years of offering MVlink service to keep our members connected to work, learn, and entertain from home, even in the most rural corners of our service territory.

Behind every reliable connection is a dedicated team working to make your experience seamless. From your very first sign-up to final installation, billing, and technical troubleshooting, our Fiber Customer Service Representative (CSR) team is always looking out for you.

#### Meet Your MVlink Team

##### • Your Service & Support Experts:

Jackie, Sonya, and Kim are your go-to contacts for getting started. They'll walk you through signing up, schedule your installation, process payments, and answer any questions about our service packages.

##### • Your Technical Specialists:

Steve and Jason are available to keep everything running smoothly. They handle technical troubleshooting and can answer specific questions regarding your equipment and home setup.

#### More Than a Customer—You're a Member

Because MVEC is a cooperative, you aren't just another account number on a screen to us. You're our neighbors and fellow community members. Our fiber team treats you like member-owners because that's exactly what you are—and providing you with genuine, friendly, local support will always be our highest priority.

#### How to Reach Our Fiber Team

Whether you need to set up new service or have a quick question about your connection, reaching us is simple:

- **Call Us Direct:** Call 800-927-6068 and ask to speak with the MVlink (or Fiber) team.
- **Email Us:** Your questions or inquiries [fiber@mvec.coop](mailto:fiber@mvec.coop).
- **Visit Us Online:** Learn more at [www.mvec.coop/mvlink-internet](http://www.mvec.coop/mvlink-internet).
  - o MVEC added a chat feature to [mvec.coop](http://mvec.coop) so that you can connect with the co-op at any time. The chat icon can be found on any page. Ask a question or make a payment with this convenient new tool.
  - o Follow us on our social media channels for the latest cooperative news and updates.

• **Stop By:** Visit our Anamosa office (109 N. Huber St. Anamosa) during regular business hours to speak with our team in person!

### Tips from our Fiber CSR team:

- **Make sure MVEC/MVlink has your current contact information** (current phone number and email address). This is important not only for billing but for receiving maintenance and outage notifications.
- **Add all appropriate authorized users to your account** (anyone from your home or business who should have the ability to contact MVEC/MVlink about service or billing) by calling our Fiber department (800-927-6068). It is important that you have authorized users and passwords set up correctly for your MVlink account. Doing so will allow multiple members of your household to contact technical support, make payments or billing inquiries.
- Sign up for MVlink's billing email. Did you know that by not signing up to receive your MVlink bill by email, you miss out on other important emails such as late notices, outage information and anything pertaining to your account.
- **Call the Fiber department for account-related changes and requests.** The CSRs cannot make account-specific changes via email, members must call the Fiber department (800-927-6068) to pass through security measures over the phone for the CSRs to be able to assist you. This applies to tasks such as package changes, updating billing email addresses, setting up the broadband account (online billing portal) and most billing questions.

*"I joined MVEC because I heard that the fiber optic service was excellent and was reasonably priced. I also heard that customer service is the best. So far MVEC has not disappointed. My family is very happy with our service. MVEC has allowed us to cut ties with Mediacom and has saved us money and allowed us to use a streaming service. Thank you MVEC."*

-Gary F., Anamosa

