

MPW NEWS

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CUSTOMER APPRECIATION DAY 2025

Saturday June 7 • 10am-1pm

NEW THIS YEAR!

Meet and greet with
former and current
college athletes!
Plus Fairytale
Princess photo-ops!



Explore Your Utility Through Engaging Displays, Games, and Hands-On Demos!
USE HOUSER STREET EMPLOYEE ENTRANCE FOR EVENT PARKING

FUN FOR ALL • FOOD • GIVEAWAYS • PRIZES • BRING THE FAMILY!

Exciting Updates to Your Internet and TV Services!

Starting May, we're thrilled to bring you upgrades designed to elevate your home experience and provide even greater value:

Internet Service Enhancements:

Speed Upgrades:

- 100 Mbps Plan → 150 Mbps
- 250 Mbps Plan → 500 Mbps
- No extra cost!



Price Reductions:

- Multi-gig plans (2 Gig and 5 Gig) are now more affordable.

With our all-fiber network, you benefit from symmetrical upload and download speeds, a significant advantage over legacy systems and wireless infrastructure, including 5G home internet offerings.

Exciting Price Drops for TV

We have also made price drops to our MPW TV service pricing, effective May 1, 2025:

- **DVR Service:** The price for DVR service has been reduced to \$8 per month.
- **Set-Top Boxes:** All set-top boxes are now just \$3 per month.
- **Overall Savings:** While there has been a small rate adjustment for TV packages, many customers are seeing a slight decrease in their overall bills due to the savings on DVR and set-top boxes.



MISSING OUT ON MPW INTERNET?
Visit mpw.org/internet to get started.



These changes are part of our commitment to providing you with the best possible service at the best possible prices. We understand the importance of staying connected and entertained, and we are dedicated to making sure you have access to the latest technology and services. Thank you for being a valued customer. Email helpdesk@machlink.com or call 263-2631 today to learn more and take advantage of these exciting enhancements!



5G or not 5G? THAT IS THE QUESTION

- You will need a receiver with a good "line of sight" to a 5G cell site or tower for the best results.
- Download and upload speeds are variable and rarely consistent based on the factors mentioned. Some carriers have monthly data caps and/or reduce your available speed when the network is congested.
- Speeds are NOT symmetrical. You may be able to get 100 Mbps download, but your upload speeds will only be a fraction of that.
- 5G coverage is limited in more rural cities and towns like ours. It's better suited to large cities where tower locations tend to be more dense.
- As 5G adoption grows and networks congest, performance of 5G home internet service and user experience may be negatively impacted.

Don't be fooled: 5G is NOT 5 Gig

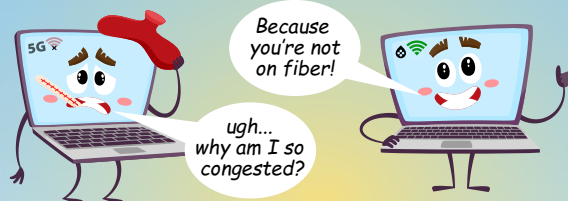
While ads may claim that "5G home internet" is the ultimate solution, fiber remains the gold standard for fast, reliable, and affordable internet.

5G stands for "generation," not "Gigabit." It's an improvement over 3G and 4G but faces limitations like disruptions from physical obstacles and weather. For truly fast and dependable internet, MPW fiber is the way to go.

Fiber offers unparalleled speed, reliability, and affordability. It's ideal for data-heavy activities like streaming, gaming, and video conferencing. Unlike 5G, fiber provides symmetrical upload and download speeds, ensuring a consistent connection. In 2024, MPW fiber customers enjoyed 99.8% uninterrupted connectivity.

5G ads may boast low prices, but hidden costs like connection fees and mobile service requirements often apply. Speeds are variable and inconsistent, with data caps and throttling during congestion. 5G coverage is limited in rural areas and better suited to cities. Network congestion can further degrade performance.

For reliable and robust internet, fiber is your best choice. It ensures seamless online experiences for work, education, and entertainment.



With our latest internet restructure, now is the perfect time to upgrade your speeds or become an internet customer. Enjoy enhanced speed upgrades, price reductions, and savings on our WiFi@Home service. Visit mpw.org or call us at 563-263-2631 to learn more.

Science & Engineering Fair Winners

MPW supports STEM enthusiasts by honoring outstanding energy and water projects at the annual Middle School Science & Engineering Fair. It's always rewarding to see students showcase their innovative ideas and research. **Congratulations to this year's outstanding winners!**



Savvy L - Insulator or Insu-Liar?



Sebastian E - I've Got The Power



Ahmarilis Cabrera and Afi Awoussi - Which Filter is Better?



MPW
Always



Address: 3205 Cedar St. • Muscatine, IA 52761 Visit our website: www.mpw.org.
Lobby Hours: 8 AM - 4 PM; Drive-thru: 8 AM - 5 PM, Mon-Fri. HelpDesk: 6 AM - Midnight, 7 days a week.
Utility Emergencies: 263-2631, opt 0 (Phones answered 24/7) • HelpDesk: 263-2631, opt 2 (6 AM - Midnight)
Customer Services: 263-2631, opt 3 • Pay by Phone: 263-2631, opt 1 • 24-hour payment drop box available



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