

metronet™

Introduction

Bellbrook, Ohio

August 22, 2022



- **Metronet** is the nation's largest independently owned, 100 percent fiber optic company headquartered in Evansville, Indiana. The customer-focused company provides cutting-edge fiber optic communication services, including high-speed Fiber Internet and full-featured Fiber Phone.
- **Metronet** started in 2005 with one fiber optic network in Greencastle, Indiana, and has since grown to serving and constructing networks in more than 250 communities across Indiana, Illinois, Iowa, Kentucky, Michigan, Minnesota, Ohio, Florida, North Carolina, Virginia, Texas, Wisconsin, Missouri, Colorado, New Mexico, and Louisiana.
- **Metronet** is committed to bringing state-of-the-art telecommunication services to communities — services that are comparable or superior to those offered in large metropolitan areas. By offering XGS PON technology, Metronet can easily carry its communities into the future of 5GB service.

Fiber Benefits:

» **Increase Home Value**

Increased by 3.1% due to fiber connection¹

» **Exclusive Access**

Only 40% of the homes in the United States have access to symmetrical gigabit speeds (1,000 mpbs)

» **Competition**

Incredible fiber services, better customer service and competitive pricing

» **Fastest Internet**

Metronet markets have the fastest average Internet speeds³

A Metronet community will benefit from:

- » **High Level of Customer Service**

- » An average of **30%+ higher** customer satisfaction scores than peers

- » **Broad Availability**

- » A substantial portion of city households in initial build plan

- » **Local Presence**

- » Local staff, community involvement, and local events

- » **Superior Fiber Services**

- » Best technology

- » 1 Gigabit **symmetrical** speeds

- » Attractive “more for the same” pricing

- » No long-term contracts

- » **Redundancy route** and outage communication plan





Metronet Recommends Streaming Video:

- HD Streaming is one more reason to love your internet.
- From live TV to binge-worthy shows, enjoy paying only for the content you love with our streaming options:
- <https://www.metronet.com/streaming#streaming-options-anchor>

Neighborhood Communication:

» Construction Communications

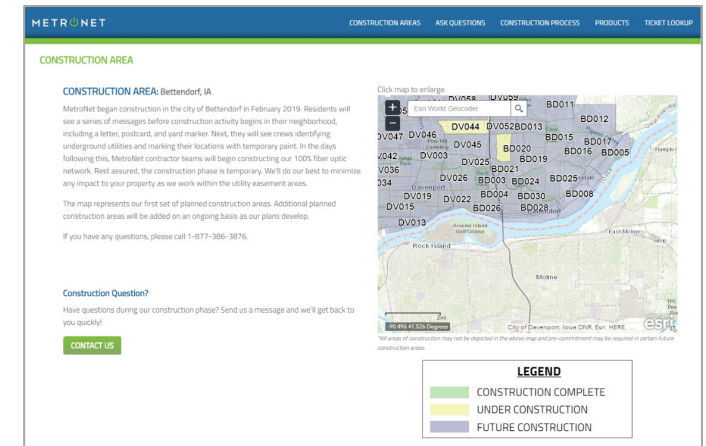
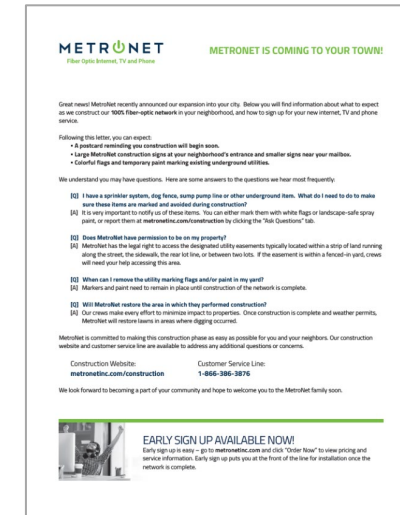
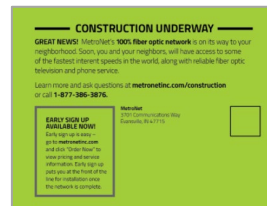
- » Letter, postcard, turf signs, entrance signs, etc.

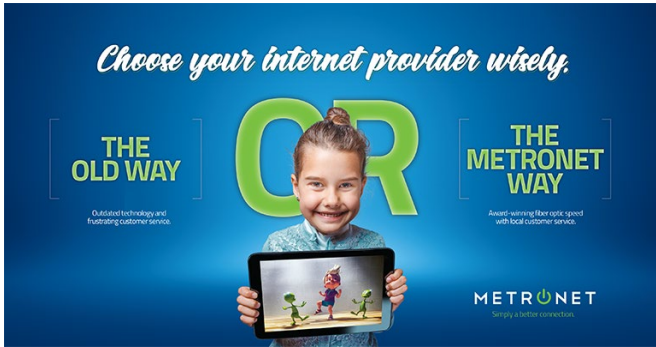
» Construction Website

- » Document questions or concerns
 - » Yard restoration, locate underground utilities, etc.
 - » See where we're working

» Responsiveness

- » 95%+ response rate within 24 hrs





Go-To-Market Plan:

- **Consultative Sales**

Helping residents understand the right fit for services

- **Website**

Sign up online, quickly, easily and anytime

- **Customer Service**

We're always available and always in our markets





RESULTS DRIVEN ACHIEVEMENTS:



NETFLIX

Currently ranked 11th in Netflix
ISP Speed Index Rating¹



Top 10 Fastest ISPs in North
Central United States in 2020



- Top 3 Fastest Internet Providers Nationwide
- Top 3 Fastest Fiber Providers Nationwide
- #1 Fastest Internet Provider in 2 states

**Mid-Sized Provider Category*



Top 10 overall ISPs with Best
Gaming Quality Index* in
United States in 2021



Awarded the Vectren Energy
Safe Digging Partner Award



Chuck Mueller
Safety & Quality Assurance Director

Ohio 811 Board of Director
Member/Public Relations



George Kemp, Ph.D.
Vice President of Safety & Quality Assurance

Indiana 811 Chairman
& Board Member

¹ The Netflix® ISP Speed Index calculates average streaming speed per internet service provider each month. It measures the rate that individual devices stream Netflix content, categorizes the data by internet service provider, and lists the average rates in a ranking.

*Gaming Quality Index is jitter + latency, lower number is better.



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