



METRONET

The logo features the word "METRONET" in a white, sans-serif, uppercase font. The letter "O" is replaced by a green power button icon, which consists of a circle with a vertical line and a semi-circle at the bottom.

Northfield, MN

Who is MetroNet?

- 100% fiber-optic internet, television and phone company established in 2005 in Greencastle, IN
- Serving more than 100 communities 11 states (Indiana, Illinois, Ohio, Minnesota, Michigan, Iowa, Kentucky, Florida, North Carolina, Virginia and Texas)
- Blazing-fast symmetrical Internet - **Upload AS FAST as you download!**
- Passion for Customer Service / over 200,000 customer base



Your Fiber Benefit

QUALITY OF LIFE

Reliably-fast broadband allowing simultaneous streaming, distance learning, tele-commuting and more

FUTURE PROOF

Virtually unlimited capacity

LATEST TECHNOLOGY

Ready for 4K TV, increased video streaming, telemedicine, etc.



Fiber Benefits

- **Increase Home Value**

Increased by **3.1%** due to fiber connection¹



- **Competition**

Incredible fiber services, better customer service and competitive pricing



- **Exclusive Access**

Only **20%** of the homes in the United States have access to fiber²



- **Fastest Internet**

MetroNet markets have the fastest average Internet speeds³



1. Wall Street Journal, June 30, 2015, FTTH Council Study, June 29, 2015
2. Crawford, Susan Fiber: The Coming Tech Revolution-and Why America Might Miss It (2018)
3. MLabs Test Data

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
- Pass-Thru video pricing
- **Redundancy route** and outage communication plan

Neighborhood Communication

■ Construction Communications

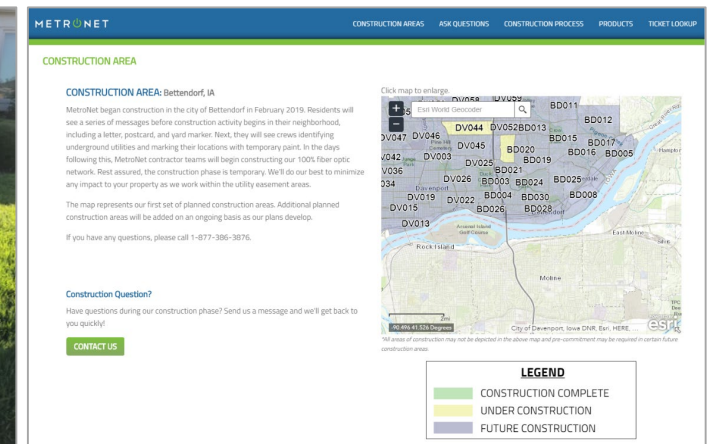
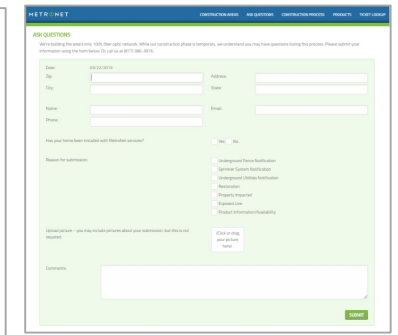
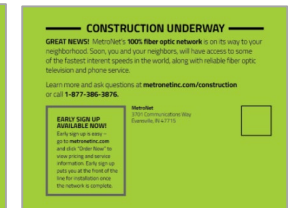
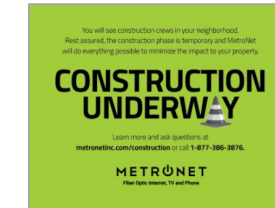
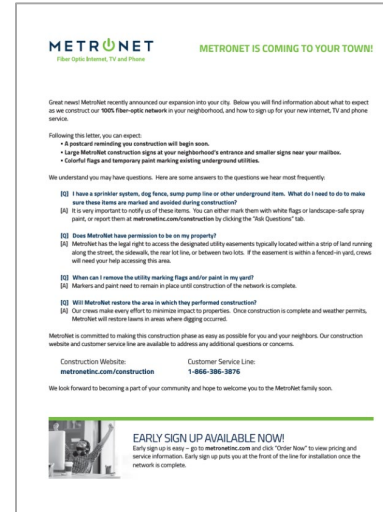
- Letter, postcard, turf signs, entrance signs, etc.

■ Construction Website

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

■ Responsiveness

- 95%+ response rate within 24 hrs



Restoration Process:

- **Restoration within 24-48 hours**

- Restore as we go

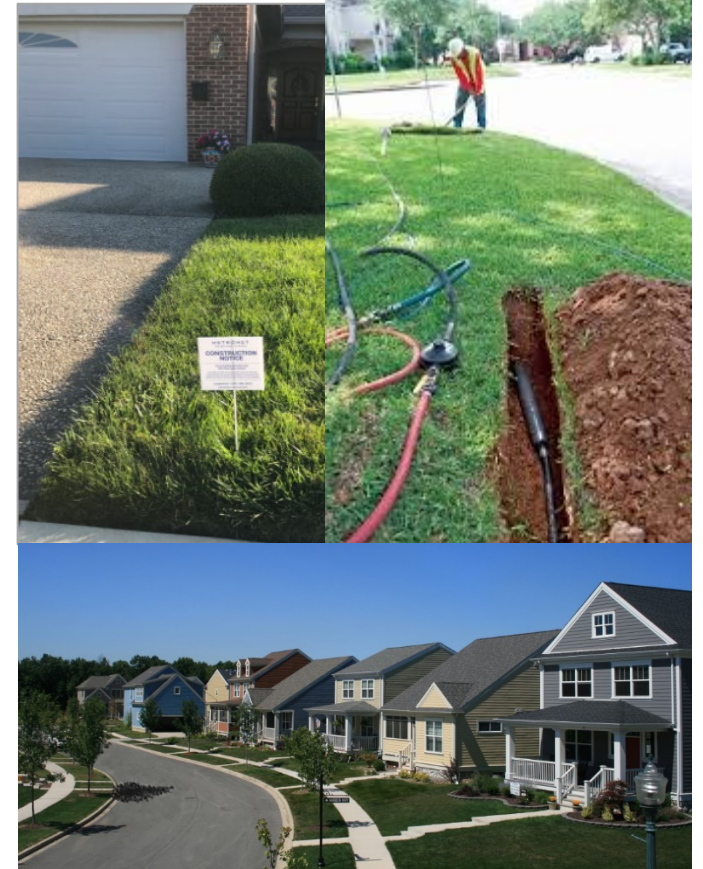
Construction Website:

<https://construction.metronetinc.com/cct>

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

- **Responsiveness**

- 95%+ response rate within 24 hrs



The Permitting Strategy is essential:

- **DESIGN** – Community is completely designed prior to construction for review.
- **TRANSPARENT COMMUNICATION** - Continual between designated City Staff and MetroNet Project/Construction Management
- **PERMITS/DRAWINGS** – submitted all at once or separately for review as this is a large communitywide build. Sample of Drawings will be available.
- **PRECONSTRUCTION MEETINGS** – held prior to any area build with **all** parties associated with the project.



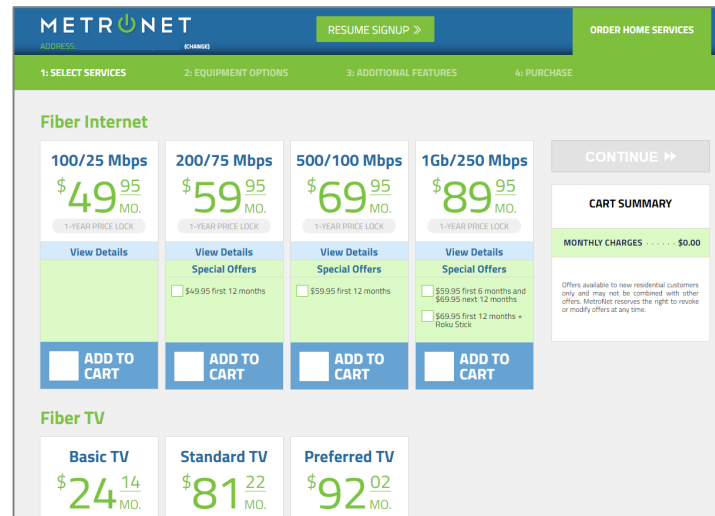
Go-To-Market Plan

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.

Standard Pricing:

Fiber Internet

100/100 Mbps

\$49⁹⁵
/mo

200/200 Mbps

\$59⁹⁵
/mo

500/500 Mbps

\$69⁹⁵
/mo

1/1 Gb

\$89⁹⁵
/mo

Fiber TV

Basic

\$24¹⁴
/mo

Standard

\$81²²
/mo

Preferred

\$92⁰²
/mo

Fiber Phone

Fiber Phone 1000

\$9⁹⁵
/mo

Contact Us



- **Technical Support:**

(844) 692-6184

- Service Issues
- Available 24/7



- **Customer Care:**

(877) 407-3224

- Invoice
- Account changes
- Available 24/7



- **Chat:**

metronetinc.com

- Available extended hours



- **Email:**

customer_service@metronetinc.com



- **Construction Inquiries or Service Availability:**

metronetinc.com/construction