



# Brightspeed in Chatham County

**April 2023**

# Transition to Brightspeed



**March 2022**

Brightspeed announced its corporate headquarters will be in Charlotte, NC



**April 2023**

Brightspeed plans to build 800K fiber passing in NC  
Brightspeed added an additional 200 call center agents with an average speed of answer now less than 30 seconds  
Brightspeed has hired 51 technicians in NC (6 in Chatham County)



**October 2022**

Apollo Global Management closed transaction to purchase Lumen/CenturyLink local assets in 20 states to include NC

# Chatham County Service Levels

## Positive service levels trends since transaction close

- Mean Time to Repair – 63% improvement
- Mean Time to Install – 54% improvement

## Anomalies Caused Extended Outages

- 2 separate incidents where vehicles caused significant damage to copper facilities
- 7 separate incidents of copper theft. Most recent was 3/31 where 75 feet of copper was unearthed, cut and removed in Pittsboro
- New management team with area contractor

## With Transition to Fiber, Improved Customer Experience

- Fiber is not stolen
- Weather has far less impact on fiber
- New deployment process allows for quicker restoration when facilities are damaged
- Our technology can detect and address issues before the customer notices a problem.
- Customers can see troubled connections within the home/office and use data to help Brightspeed troubleshoot and restore service.

## Additional Fiber Grant Opportunities on the Horizon

# Chatham County Fiber Deployment – Private Investment (Passed Locations) & Grant plus private investment (Passed Locations)

