

Brightspeed in Chatham County

April 2023



Transition to Brightspeed

March 2022

Brightspeed announced it's corporate headquarters will be in Charlotte, NC



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

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

October 2022



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

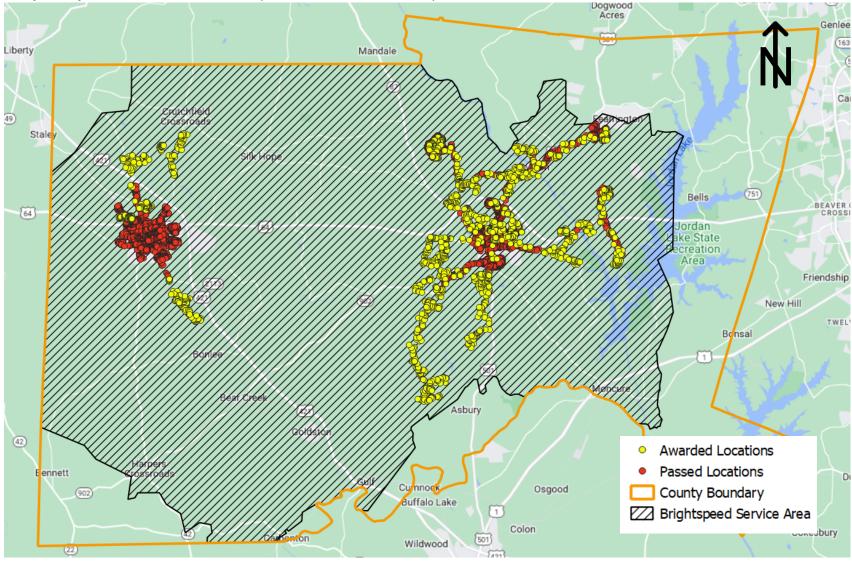
With Transition to Fiber, Improved Customer Experience

- 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

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



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Build out of Awarded Locations is Dependent upon Finalization of GREAT Grant Agreement and County Match