



Brightspeed in Chatham County

April 2023

Transition to Brightspeed



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)

