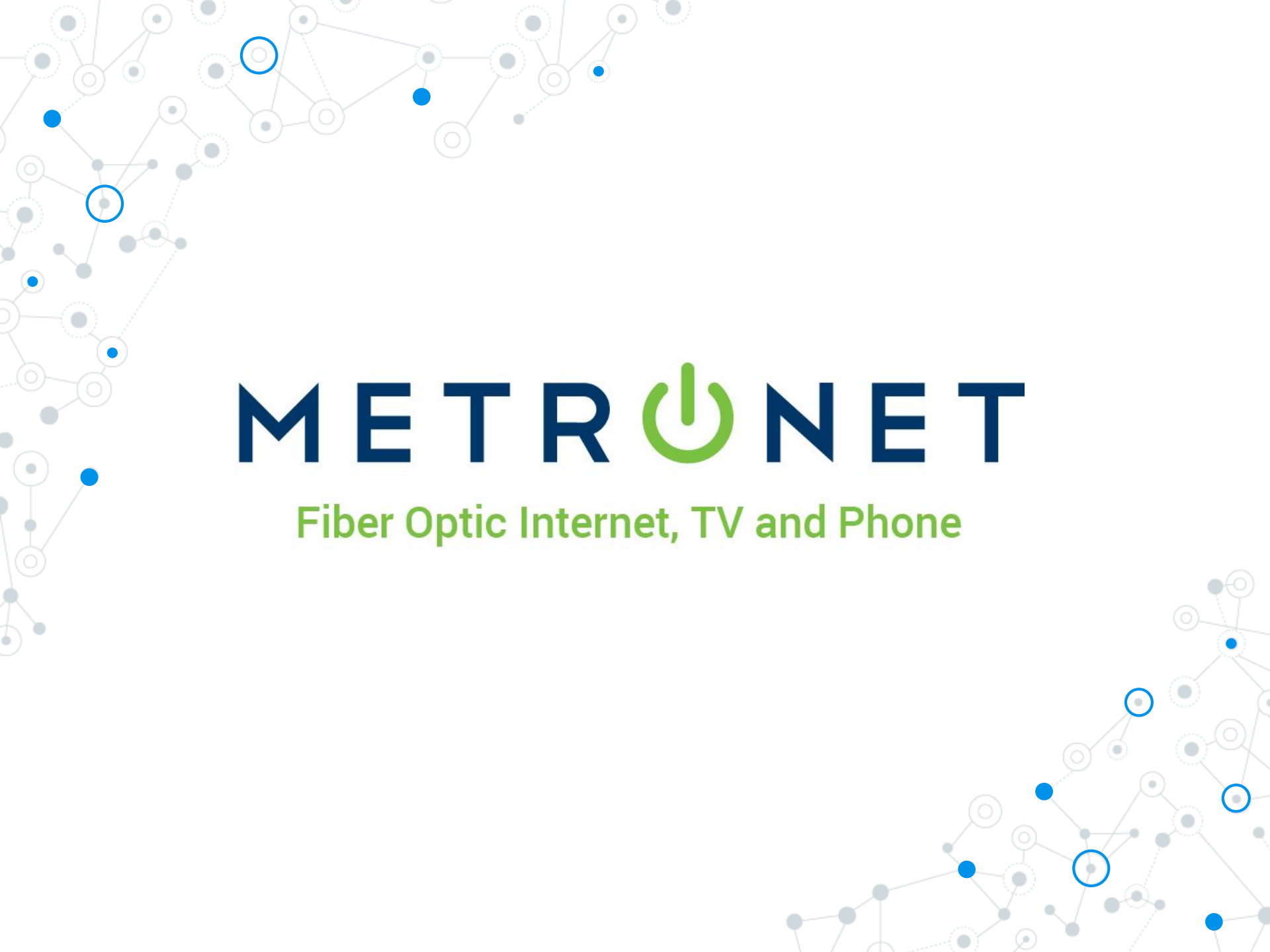
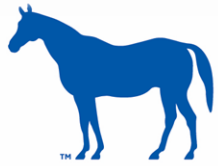


A background graphic consisting of a network of nodes and lines. The nodes are represented by circles of varying sizes and colors (gray, blue, and white with blue outlines). They are interconnected by thin gray lines, forming a complex web-like structure that is denser on the left and right sides and more sparse in the center.

METRONET

Fiber Optic Internet, TV and Phone



LEXINGTON & METRONET

Oct 2017

Initiative to provide citizens and businesses additional options for TV, Internet and Phone, while becoming a Gigabit city



17,000 Serviceable Homes/Businesses

Feb 2018

Construction begins, kicking off the multi year plan for Lexington Build



Over 1 million feet of Fiber Constructed

July 2018

MetroNet installs first customer in Lexington, KY

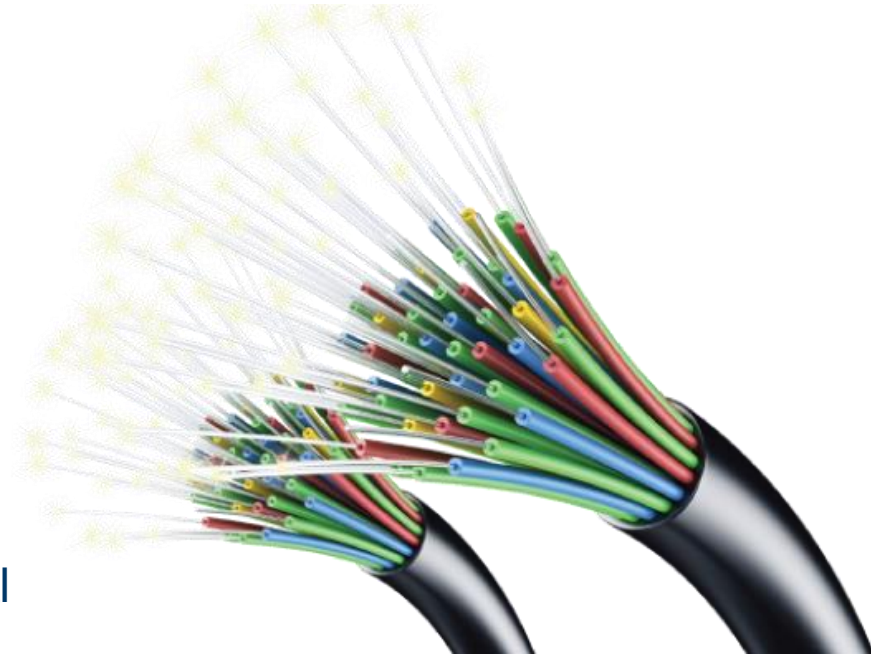


~3,000 Lexington Residents have joined the MetroNet Revolution

ADVANTAGES OF FIBER

Gigabit Internet traveling on light waves through fibers the size of a human hair!

- Dedicated connection with significantly increased bandwidth
- Consistently fast Internet, 24/7, with no slowdowns and virtually buffer-free
- Stunning TV picture with no pausing, stuttering, lag time, or pixilation
- Crystal-clear phone quality
- Resistant to water damage and electrical or radio interference, resulting in higher reliability with lower operating expense



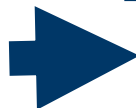
COMMUNITY HIGHLIGHTS



- Implemented the **METRO C.A.T.S.** program with Partners for Youth, Lexington Traditional Magnet School, Charles Young Center and University of Kentucky
- **New Member** of Building Institute Association of Central Kentucky, Commerce Lexington and Greater Lexington Apartment Association
- Expanding Commercial Presence Locally

128 employees in October

41 Direct
87 Contract



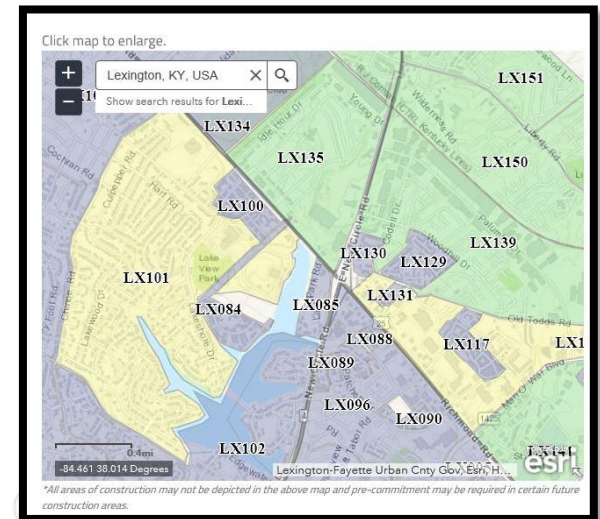
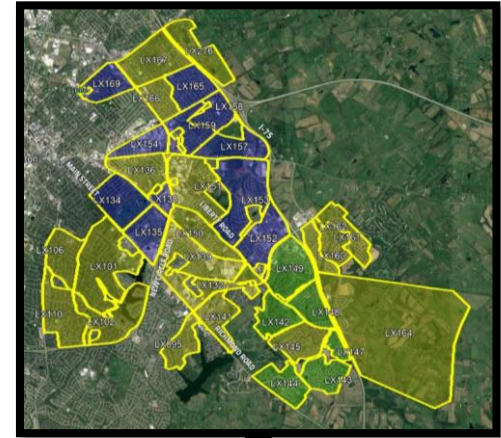
226 employees in March

44 Direct
182 Contract

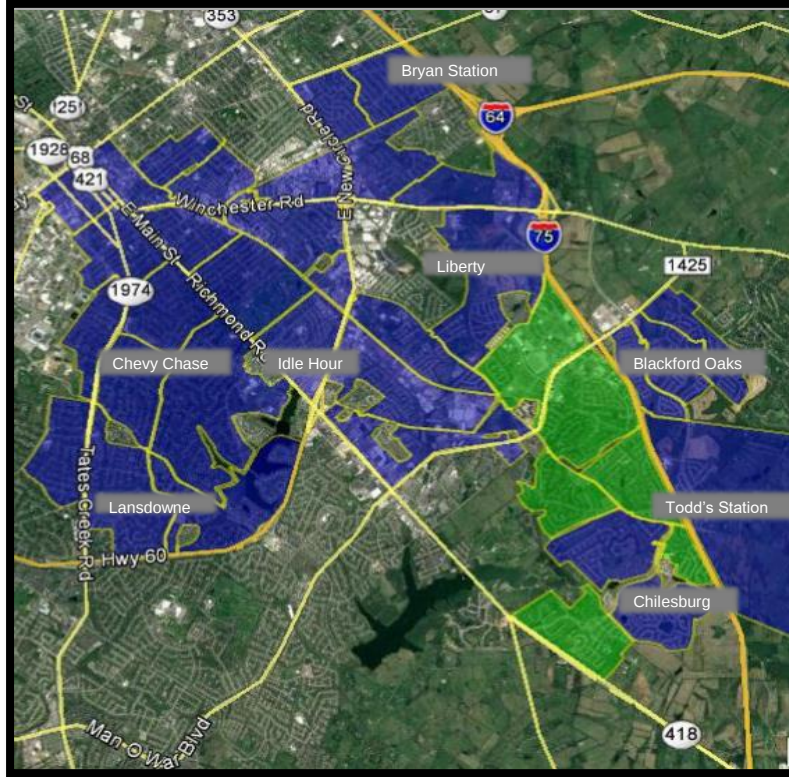
CONSTRUCTION UPDATE

New Interactive Construction Map

- Displays a better visual representation of construction progress and communication
- Allows residents to zoom into areas down to the address level
- Alerts residents to LCP construction areas, creating awareness for close activation dates



CONSTRUCTION UPDATE



October

**More than
17,000
households
serviceable
to date**

**Forecasted
Releases in
the next
120 Days**



March

PRE-CONSTRUCTION COMMUNICATION

30 days
Letter in Mail

15 days
Postcard in Mail

7-14 days
Utility and
Communication
Lines are located

7 days
Yard Signs in the
neighborhood

Residents are
notified at the door
**on the day of
construction**



METRONET
Fiber Optic Internet, TV and Phone

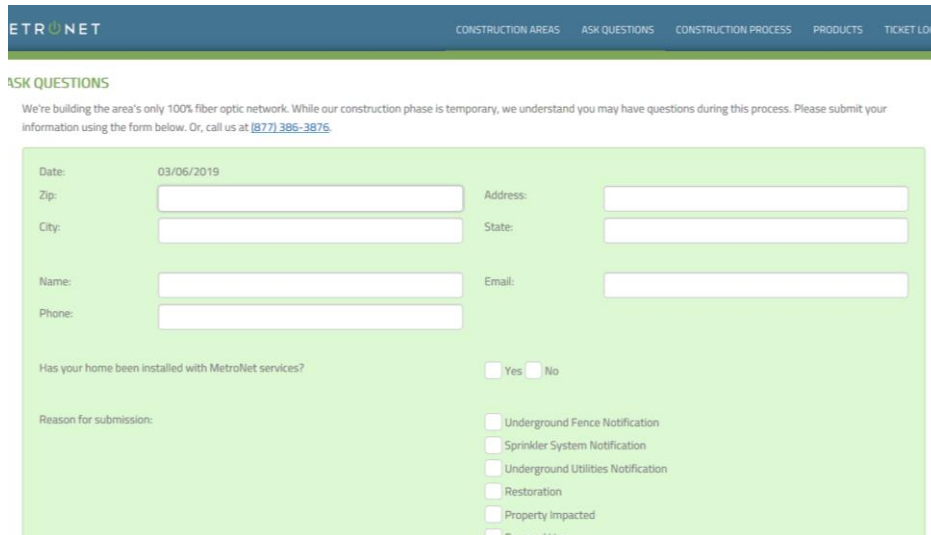
CONSTRUCTION UNDERWAY

We're building the area's only 100% fiber optic network.
You will see construction crews in your neighborhood.
Rest assured, the construction phase is temporary and MetroNet
will do everything possible to minimize the impact to your property.

Questions? 1-877-386-3876
MetroNetinc.com/construction

CONSTRUCTION FEEDBACK SYSTEM

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



The screenshot shows the 'ASK QUESTIONS' section of the MetroNet website. It features a green header with the MetroNet logo and navigation links: CONSTRUCTION AREAS, ASK QUESTIONS, CONSTRUCTION PROCESS, PRODUCTS, and TICKET LOOK. Below the header, a green box contains the 'ASK QUESTIONS' title and a brief explanation: 'We're building the area's only 100% fiber optic network. While our construction phase is temporary, we understand you may have questions during this process. Please submit your information using the form below. Or, call us at (877) 386-3876.' The form itself is a light green box with several input fields: Date (pre-filled with 03/06/2019), Zip, City, Address, State, Name, Email, and Phone. Below these fields are two checkboxes for 'Has your home been installed with MetroNet services?' (Yes/No) and a 'Reason for submission:' section with five radio button options: Underground Fence Notification, Sprinkler System Notification, Underground Utilities Notification, Restoration, and Property Impacted. A partially visible 'Emergency Line' option is also present.

- RESIDENTS should mark off sprinkler systems and underground fences **when yard signs appear in the neighborhood** (Should we encourage people to submit tickets for sprinklers etc?)
- 100% **Response rate** within 24-hours
- 55%+ were **completed** within 24-hours
- 85%+ were **completed** within 3 days
- If a resident utility line is cut by MetroNet, the RESIDENT needs to call the provider for resolution (i.e. Spectrum or Windstream)

POSITIVE FEEDBACK

- We take construction matters seriously by handling each person quickly and professionally
- We receive onsite and ticketed compliments from our work on a daily basis

All my neighbors are anxiously awaiting your arrival in my neighborhood (Masterson Station, Lexington) and figure you can get here soon enough! We'll be so glad to have MetroNet here!

Comments

I just wanted to inform you that my tree limb/fence damage ticket CC-9032 was resolved to my complete satisfaction. I'd like to commend the crew for going above and beyond to ensure that I was pleased with the results. They are a credit to your organization.

underground fence had been cut. The office was closed so I left a message. My call was returned the following day. I was instructed to log my incident at: <https://construction.metro.net/inc.com/cct>. I logged my complaint and I was contacted by a project manager (Micah S.) within 15-20 minutes. We discussed the issue at length and he asked if he could come look at the damage, to which I applied yes. In addition to the cut fence, I had large holes in my yard. Prior to Micah coming to my house, he must have phoned his staff and they came and filled in the holes. Micah and I discussed the issues, including my concerns regarding the warranty. The outcome of our discussion is that Metronet will pay for my fence to be fixed by my preferred repair person. I found Micah to be respectful, reasonable, and responsive. While I wish my fence was never cut, I understand these things happen. I think Metronet did a nice job resolving my issue.

5 months ago, Shared with Home Place Savanna View + 38 nearby neighborhoods.



**WHY ARE YOU STILL SETTLING FOR
SLOW INTERNET?**



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