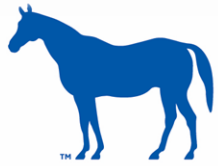


A background graphic featuring a network diagram. It consists of numerous nodes, represented by circles of varying sizes and colors (gray, blue, and green), connected by thin lines. The nodes are distributed across the frame, with a higher concentration in the top-left and bottom-right corners, creating a sense of a sprawling network.

# 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

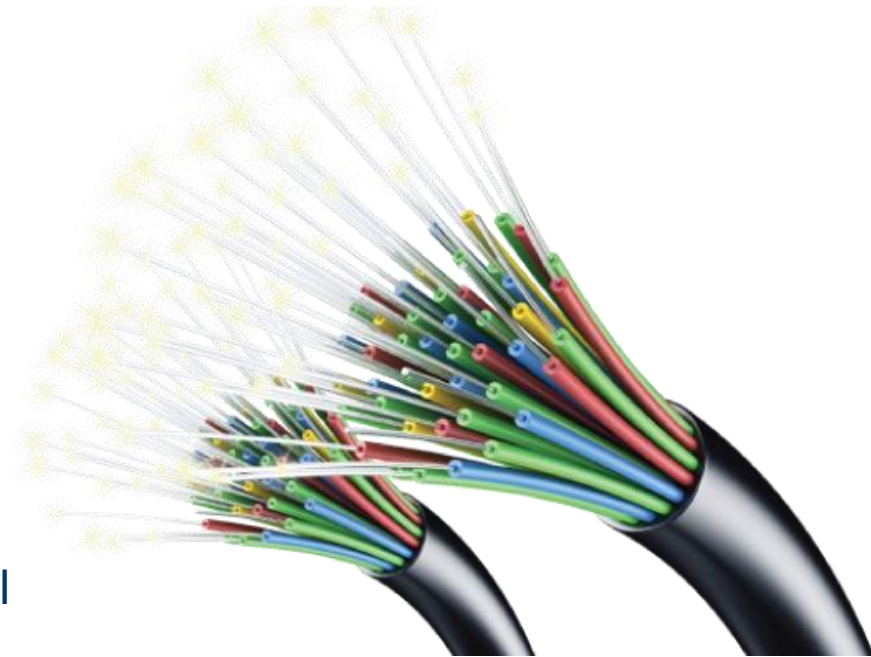


**~3,000 Lexington Residents have joined the MetroNet Revolution**

# 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



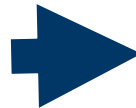
# COMMUNITY HIGHLIGHTS



- 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**



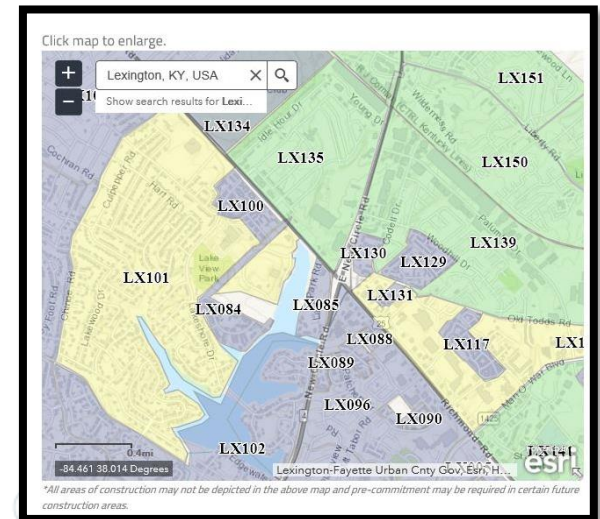
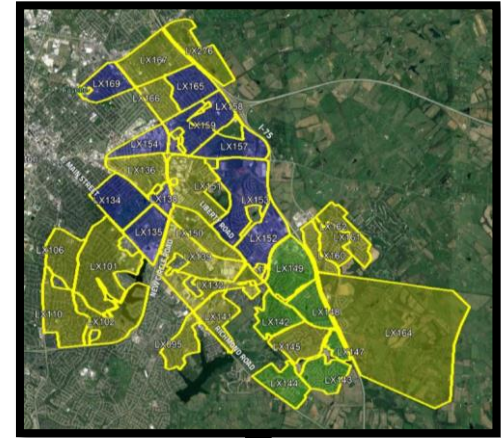
**226 employees in March**

**44 Direct  
182 Contract**

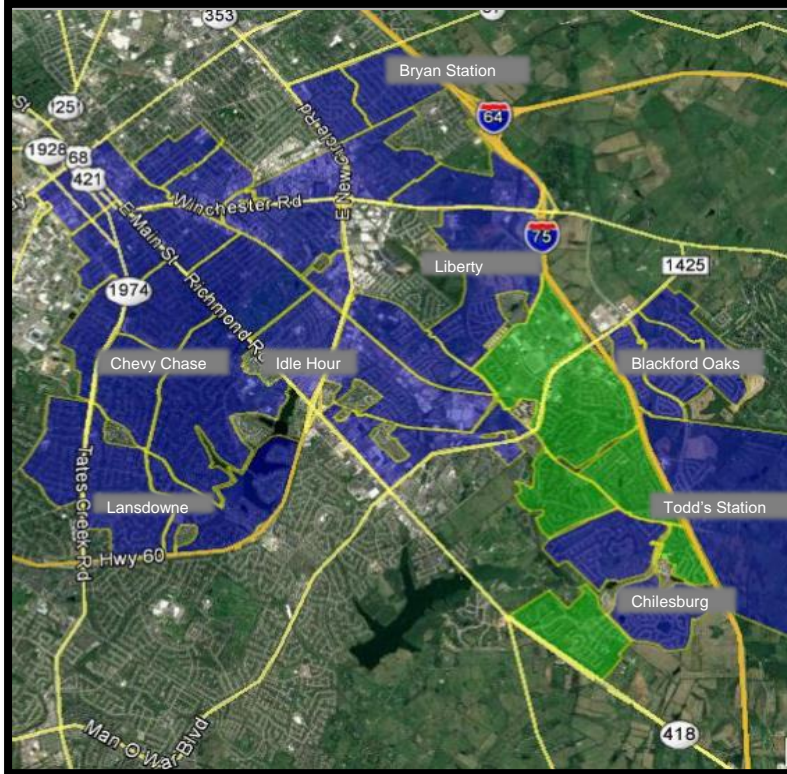
# CONSTRUCTION UPDATE

## 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

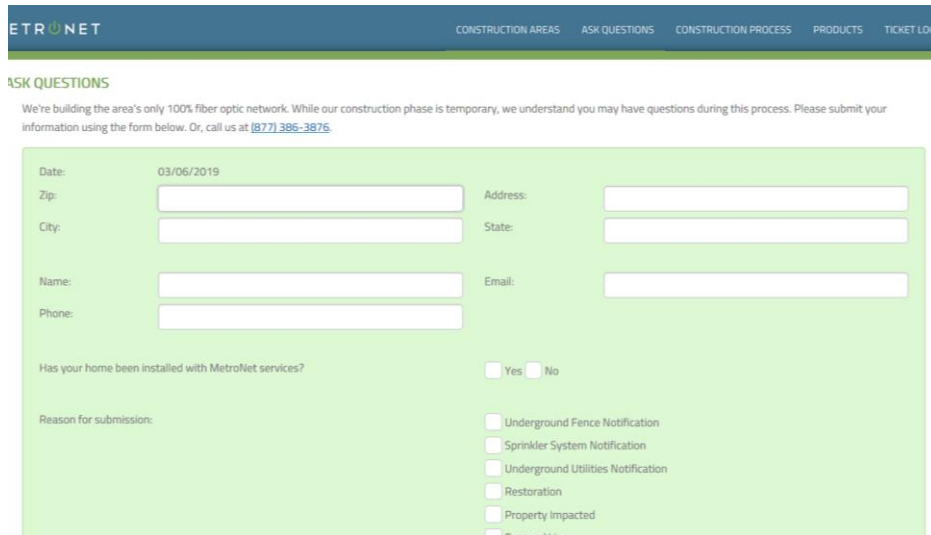
## CONSTRUCTION UNDERWAY

**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 MetroNet website header with navigation links: CONSTRUCTION AREAS, ASK QUESTIONS, CONSTRUCTION PROCESS, PRODUCTS, and TICKET LOOK. Below the header is the 'ASK QUESTIONS' section. It includes a brief introduction: '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 light green and contains the following fields: Date (pre-filled with 03/06/2019), Zip, City, Address, State, Name, Email, and Phone. Below these is a checkbox for 'Has your home been installed with MetroNet services?' with 'Yes' and 'No' options. At the bottom, there is a 'Reason for submission:' section with several checkboxes: Underground Fence Notification, Sprinkler System Notification, Underground Utilities Notification, Restoration, Property Impacted, and a partially visible 'Service Line' option.

- 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 Metro.net 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 Metro.net 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?**



**Kathy Scheller | MetroNet  
External Affairs**

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