

Dear Residents,

MetroNet is a 100% fiber optic service provider on Internet, TV, and Phone, and we are excited to begin construction in your neighborhood.

So, what makes 100% fiber so special? The answer is in the bandwidth. A fiber optic connection to the home is the technology of the future, able to keep up with the rapid demands and expectations that consumers have today. What does this incredible bandwidth mean for you?

- Blazing-fast Gigabit Internet with no more buffering for streamed content like Netflix and Amazon Instant Video. With an Internet connection like this, multiple users are able to download and upload, share files, and stream audio and video all at the same time with virtually no effect on performance.
- Simply Stunning TV Quality. Other providers have to compress their television signal to deliver it over their networks. This can cause poor picture quality. With MetroNet's 100% fiber, more data flows through the network meaning more data is being sent to your TV with less compression. This means your TV picture is crystal-clear whether you're watching in HD or standard definition.
- Clear, Reliable Phone. The benefits of bandwidth apply to phone technology as well. Whether it's your home phone or dozens of phones within your business, 100% fiber optics allows us to deliver clear, reliable call quality with all the features you could possibly want.

Over the last several months, our construction crews have been working hard to complete our fiber optic network throughout your city. With construction beginning in your neighborhood, you'll start to see our teams in the area. These construction teams may need to come onto the easements located on residential properties. Rest assured, the construction phase is temporary and we'll do our best to minimize any impact to your property.

We want to prepare you for the construction phase, and have outlined the following details to help set the right expectations:

1. All underground utilities will be located before any construction begins. You could see flags and spray paint in your yard, and along the road and sidewalks. Once you see flags and spray paint, you can expect to see construction teams within approximately 72 hours.
2. Next, our construction team will begin digging to find the existing underground utilities. Because we have to cross the utilities when we lay piping, it is necessary to know exactly where they are and is required by law.
3. Once actual construction of our 100% fiber optic network, begins in your neighborhood, teams will begin placing pipes underground and pulling fiber through them. The timeline for completion varies depending on the size of your neighborhood, weather, and similar variables related to establishing the network. Once complete, your home will be ready for MetroNet services.
4. After the construction process is finished, MetroNet will rake, seed and straw your lawn in the areas where digging occurred.

Learn more about our construction process and what to expect, as well as detailed information about your neighborhood's construction schedule, by visiting www.metronetinc.com/construction. You can also submit questions or concerns using this link.