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### What is fiber internet?

Fiber internet uses small, flexible strands of glass to transmit data on the internet via pulses of light. While these cables are extremely small, they can carry huge amounts of data extremely quickly and reliably, leading to a smoother online experience built for today's connectivity needs and those of generations to come.

### How is fiber a better internet technology?

Fiber is a superior technology to DSL, coaxial cable and wireless technologies in the following ways:

**Speed** – Fiber internet transmits data almost at the speed of light. Gig-speed fiber internet is 25 times faster than the average upload speed of most cable connections.

**Symmetrical uploads & downloads** – Fiber internet provides symmetrical speeds, meaning data flows at the same rate for both downloads and uploads. Legacy technologies, like copper coax cable, cannot match upload speeds to download because they were designed to be one-way data paths. Robust symmetrical speeds are critical for glitch-free video conferencing, streaming, gaming and content creation.

**Capacity** – Because fiber internet operates with bandwidth to spare, it can quickly and easily transmit massive amounts of data that other technologies simply can't do in a reasonable amount of time. Fiber internet also can handle multiple connected devices in the same home at the same time without causing any slowdowns.

### How is Ziplly Fiber better?

Ziplly Fiber is building and expanding a locally owned and operated, purpose-built fiber-optic network. Unlike other telecommunications companies, whose copper-based technology was originally designed for TV and phone, Ziplly Fiber is creating a network for the demands of today and the needs of tomorrow.

**Consistently on** – Ziplly Fiber engineers its core and aggregation networks to be fully redundant, with a dual infrastructure that maintains customer connections even when issues arise. This allows Ziplly Fiber customers to enjoy their online experience with zero disruption. Redundancy also eliminates the need to take the network down to complete upgrades and repairs.

**Reliably fast** – Ziplly Fiber manages its network at 40% capacity during peak hours, unlike other companies that run their components at 80%+ capacity with no room to support a failure. That means that if an individual component fails, there's always headroom elsewhere on the network to share the load so customers continue to enjoy reliably fast internet. Even if an outage occurs, most Ziplly Fiber customers won't notice, thanks to the company's dual network infrastructure, low-capacity limits and ability to reroute traffic.

**Confidently ready** – A network is only as good as the design, technology and investment put into it. While many Northwest cities and towns have been forgotten by national providers, Ziplly Fiber's sole focus is the four-state footprint of Washington, Oregon, Idaho and Montana, with special attention paid to areas underserved by ISPs. Ziplly Fiber has invested millions in infrastructure upgrades, including building redundancies, improving central offices, updating routing, coordinating direct peering and regional caching with hundreds of major content and edge providers. Since inception, the company has built out nearly 2,000 additional fiber miles to reach hundreds of new markets.

**Honestly local** – Ziplly Fiber believes everyone in the Northwest deserves the best internet and connected experiences possible. The company is headquartered in Kirkland, WA, with major offices in Beaverton, OR, and Hayden Lake, ID, and we're led by teams and executives who live here, grew up here and love being local.



## ZiPLY Fiber Company Facts

January 2024

<b>Company Name</b>	ZiPLY Fiber								
<b>History</b>	ZiPLY Fiber began operations on May 1, 2020, when it acquired the Northwest operations of Frontier Communications. The company has invested millions of dollars in network and service improvements.								
<b>Service Area</b>	Washington, Oregon, Idaho and Montana Primary offices: Kirkland, WA; Everett, WA; Beaverton, OR; and Hayden, ID								
<b>Area Served</b>	ZiPLY Fiber services pass more than 1.8 million residential and business locations Investing to grow overall passings and migrate copper passings to fiber								
<b>Subscribers</b>	Nearly 490,000 internet and phone customers as of 2023 <ul style="list-style-type: none"><li>• ~350,000 internet subscribers (333,000 residential, 17,000 commercial)</li><li>• ~139,000 phone subscribers (106,000 residential, 33,000 commercial)</li></ul>								
<b>Fiber Passings</b>	<table><tr><td>Washington</td><td>550,000</td><td>Idaho</td><td>67,000</td></tr><tr><td>Oregon</td><td>355,000</td><td>Montana</td><td>4,000</td></tr></table>	Washington	550,000	Idaho	67,000	Oregon	355,000	Montana	4,000
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<b>Services</b>	Residential: Internet (Fiber and DSL), Phone Commercial: Internet, Voice, Connectivity								
<b>Products</b>	Primary service offerings are gig-speed fiber internet and phone for residential customers, Business Fiber Internet and voice services for small businesses, and a variety of internet, networking and voice solutions for enterprise customers. The company also continues to support DSL customers.								
<b>Network</b>	ZiPLY Fiber is investing hundreds of millions of dollars to design a purpose-built, locally owned and operated fiber network servicing more than 200 regional cities and towns across Washington, Oregon, Idaho and Montana to meet the region's internet, data and voice needs. Unlike other companies whose technology was originally designed when only TV mattered, ZiPLY Fiber is creating a modern network expertly architected for today's world, a world where families are spending more time at home, sharing their internet bandwidth for streaming, gaming, video conferencing and more — all at the same time. ZiPLY Fiber is engineering its network to be consistently on, reliably fast, confidently ready and honestly local.								
<b>Growth</b>	In October of 2023, ZiPLY Fiber announced a 50 Gig speed tier, making it the fastest residential ISP in the country. Since inception, ZiPLY Fiber has built out nearly 2,000 new fiber miles and brought fiber connectivity more than a hundred new markets. Also in 2023, ZiPLY Fiber acquired three local ISPs, EONI, IFIBER Communications and Ptera, with the goal of enabling even more communities in the Northwest with fast, reliable fiber internet.								
<b>Employees</b>	Approximately 1,600								
<b>Leadership</b>	Executives are all local Northwest based and have decades of major network experience. <ul style="list-style-type: none"><li>• Harold Zeitz, CEO</li><li>• Chris Denzen, COO</li><li>• Ryan Hjorten, CFO</li><li>• Bambang "Bam" Liem, CTO</li><li>• Byron Springer, CLO</li><li>• Mike Doherty, CMO</li><li>• Steve Weed, Executive Chairman</li></ul>								



ZiPLY Fiber, home to America’s fastest internet, elevates the connected lives of its Northwest customers by combining refreshingly great customer service with a purpose-built fiber network built for the needs of today and generations to come.

**Customers**

Residential, Small Business, Enterprise

**Core Residential Products**

Fiber Internet, DSL, ZiPLY Fiber Phone

**Fiber Internet**

- **50 Gig**
- **10 Gig**
- **5 Gig**
- **2 Gig**
- **Gig Speed**
- **300/300 Mbps**
- **100/100 Mbps**

As the fastest internet service provider in the nation, ZiPLY Fiber offers multi-gig speed plans up to 50 Gig. Gig speed is the most popular plan due to its fast symmetrical upload and download speeds and ability to support multiple devices without slowdown or lag. All residential plans are accessible and transparent with no annual contracts, no data caps and no credit checks.

**DSL**

ZiPLY Fiber is rapidly expanding its fiber internet service to every community in its footprint, and it also supports DSL service for residential customers without fiber connectivity.

**ZiPLY Fiber Phone**

ZiPLY Fiber is the local phone company in many areas and offers traditional home and business phone lines, as well as Voice Over Internet Protocol (VoIP) options.

**Streaming TV**

Many customers today are switching to streaming TV for their regular entertainment needs. ZiPLY Fiber can guide customers to select the ideal streaming service.

**Whole Home WiFi**

Customers who need an internet signal to extend to hard-to-reach places can take advantage of Whole Home WiFi. A ZiPLY Fiber technician will install an optimized router and up to three extenders for customized coverage.

**Core Small-Medium Business Products**

Fiber Internet, DSL, Business Voice

**Business Fiber Internet**

- **Gig Speed**
- **500/500 Mbps**
- **200/200 Mbps**

Business Fiber Internet offers robust options for small to medium-sized businesses to handle transactions, voice service and video conferencing at an affordable price point – and no data caps or annual contracts.

**DSL**

For business addresses still outside of our fiber network, DSL is available for reliable connectivity.

**Business Voice**

Business Voice Unlimited offers up to 10 phone lines, unlimited calling and 18 calling features. Hosted Voice & Unified Communications is a cloud-based Voice of Internet Protocol (VoIP) service that relies on WiFi and is ideal for remote work.

**Whole Business WiFi**

A Ziplly Fiber technician will install an optimized router and WiFi extenders so that fast fiber-optic coverage reaches every corner of the business.

**Enterprise Products**

Ziplly Fiber offers a full suite of connectivity, private line, voice, cloud service solutions for enterprise customers as well as wholesale providers. For information on enterprise product solutions, visit <https://enterprise.ziptyfiber.com/>.

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