

What is fiber internet?

Fiber is the market's leading technology for delivering wired internet. It uses small, flexible strands of glass encased in a protective sleeve, known as a fiber-optic cable, to connect to the internet at blazingly fast speeds. This is achieved by transmitting information — movies, music, video conferencing, online gaming, websites, emails and more — using a beam of light along the individual strands within the fiber-optic cables. While these cables are extremely small, they can carry huge amounts of data at the speed of light.

How is fiber better than other technologies like coax cable?

There are several ways to connect to the internet today, including DSL, cable and wireless. Fiber connections are superior to each of them in several ways. The three most important differences are:

Upload/Download Symmetry – Fiber provides a symmetrical service, meaning data flows at the same speed both ways — uploading and downloading. Other legacy technologies like coax cable only offer asymmetrical service, where download speeds are much faster than upload speeds. With more and more families using their homes as both the office and school these days, robust upload speeds are critical to video conferencing, streaming videos or saving files to the office server.

Capacity – Fiber can quickly and easily transmit massive amounts of data that other technologies simply can't do in a reasonable amount of time. Full-length movies that take 10+ minutes to download using other technologies can be downloaded in less than one minute using fiber. Fiber also has the capacity to handle multiple connected devices, all uploading and downloading at the same time.

Speed – Fiber provides the fastest connection possible, literally the speed of light, and can reach up to 16 times the average download speed of most cable connections.

How is ZiPLY Fiber better?

ZiPLY Fiber is building the most advanced fiber network that is purpose-built for the internet. Unlike other companies whose technology was originally designed when only TV or telephone calls mattered, ZiPLY Fiber is building a modern network expertly architected for today's increasing digital demands — Consistently On, Reliably Fast, Confidently Ready and Honestly Local.

Consistently On – Better internet doesn't go down. ZiPLY 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 ZiPLY 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 – To ensure effective redundancy, ZiPLY Fiber manages its network to 40% of capacity at peak hours, unlike other companies who run their components at 80%+ capacity with no room to support a failure. So even at the busiest time, no part of ZiPLY Fiber's network is working more than 40% of what it can handle. In fact, when the network reaches 30% utilization, the company starts expanding capabilities. That way, if an individual component fails (which happens from time to time) there's always headroom elsewhere on the network to share the load so customers continue to enjoy the same reliably fast internet. Even if an outage occurs, ZiPLY 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, ZiPLY Fiber's sole focus is the four-state footprint of Washington, Oregon, Idaho and Montana. Much of ZiPLY's first year was spent upgrading its central offices, building redundancies to avoid service interruptions, updating routing to steer clear of congestion across the broader internet and coordinating direct peering and regional caching with hundreds of major content and edge providers. This ensures that content is accessible directly on the fiber backbone and can be accessed more quickly.

Honestly Local – ZiPLY Fiber believes everyone in the Northwest deserves the best internet and connected experiences possible. While national providers have largely ignored the region and many of its smaller and more rural towns, ZiPLY Fiber is all-in on the Northwest. Our headquarters and network operations are based

here, our major regional offices are here, and we're led by teams, technologists and executives who live here, grew up here and love being local.

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Company Name	ZiPLY Fiber								
Name Meaning	Brilliantly fast connection + refreshingly great service <ul style="list-style-type: none">• Doing our jobs honestly and thoroughly• Working efficiently, capably and confidently• Acting personably, responsibly and enthusiastically								
History	ZiPLY Fiber officially began operations on May 1, 2020, after it acquired the Northwest operations of Frontier Communications in a \$1.35 billion transaction. The company has committed an additional half-billion dollars to network and service improvements.								
Service Area	Washington, Oregon, Idaho and Montana Primary offices: Kirkland, WA; Everett, WA; Beaverton, OR; and Hayden, ID								
Area Served	ZiPLY Fiber services pass more than 1.7 million residential and business locations <ul style="list-style-type: none">• Investing to grow overall passings and migrate copper passings to fiber• Began with 30% of passings as fiber: target is nearly 85% in next few years; on track to be at 50% by the end of 2021								
Subscribers	Nearly 500,000 Internet and phone customers as of June 2021 <ul style="list-style-type: none">• ~300,000 Internet subscribers (270,000 residential, 30,000 commercial)• ~191,000 phone subscribers (167,000 residential, 24,000 commercial)								
Fiber Passings	<table><tr><td>Washington</td><td>291,000</td><td>Idaho</td><td>24,000</td></tr><tr><td>Oregon</td><td>298,000</td><td>Montana</td><td>3,000</td></tr></table>	Washington	291,000	Idaho	24,000	Oregon	298,000	Montana	3,000
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Services	Residential: Internet (Fiber and DSL), Phone, TV/Streaming TV Commercial: Connectivity, Private Network, Communications, Cloud								
Products	Primary service offerings are gig speed fiber internet and phone for residential customers, Business Fiber Internet and ZiPLY Voice services for small businesses, and a variety of internet, networking and voice solutions for enterprise customers. The company also continues to support ZiPLY Internet (DSL) and TV customers. A full listing of products and services can be found at www.ziPLYfiber.com .								
Network	ZiPLY Fiber is building the most advanced fiber network — a commercial grade network that is purpose-built for internet. 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.								
Fiber Projects	<p>In April 2021, ZiPLY Fiber launched its 16th new fiber market since its four-state build-out began the prior summer. The company also announced 22 new fiber market projects kicking off in Spring 2021, which are due to have their first customers connected in 2021. The company anticipates announcing several more projects later in the year.</p> <p>ZiPLY Fiber has many projects in the pipeline and is at various stages of assessing locations, timelines, accessibility and permitting for each of those projects. The company will formally announce these fiber builds to local communities with realistic project completion and customer light-up dates as quickly as possible.</p>								
Employees	~1,400 total employees <ul style="list-style-type: none">~960 retained from Frontier Communications~400 hired since May 2020								

Leadership

Executives are all local Northwest based and have decades of major network experience.

- Harold Zeitz, CEO
- Brian Stading, COO
- David Bohan, CFO
- Bambang "Bam" Liem, CTO
- Byron Springer, CLO
- Mike Doherty, CMO
- Steve Weed, Executive Chairman

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Harold Zeitz

Chief Executive Officer

Harold Zeitz serves as CEO of ZiPLY Fiber. His lifelong passion for technology and innovation has been the cornerstone of his 30-year career spent delivering amazing experiences to customers in the broadband, telecom, wireless, financial services, gaming and web services industries. Prior to joining ZiPLY Fiber, Harold served as president and COO of Wave Broadband, one of the most successful broadband data companies in the country. He also served in executive and leadership roles at Classmates, IGT, RealNetworks, Sharebuilder, AT&T Wireless and McCaw Cellular. Harold, who holds a BA in Economics from Northwestern University and an MBA from Stanford Graduate School of Business, is a board trustee at Horizon House and board member of Vast Communications. A native Northwesterner, Harold spends his free time at Marymoor Park with his family and faithful dog (and ZiPLY Fiber mascot!), Zoe.

Brian Stading

Chief Operating Officer

Brian Stading is COO of ZiPLY Fiber. A longtime Northwesterner with more than 30 years in the telecommunications industry, Brian was CenturyLink's West Regional president prior to joining ZiPLY Fiber. For nearly nine years there, he oversaw CenturyLink's operations across eight western states. He also held various leadership roles at Qwest beginning in 2003 and up through its acquisition by CenturyLink. Brian is very active in the Seattle community, serving as a member of the Washington Roundtable and Seattle Sports Commission. He previously served on the fundraising committee for United Way of King County and Seattle Public Library and is a former board member for ArtsFund and the Economic Development Council of Seattle.

David Bohan

Chief Financial Officer

David Bohan is CFO of ZiPLY Fiber. David brings more than 25 years of proven executive experience in roles including president, COO and CFO for public and private companies both domestically and internationally. Prior to joining ZiPLY Fiber, David served as president of merchandising company BDA, LLC. He has also managed financial operations at PMI Worldwide, CC Filson, Brooks Running Company, Edge2Net, AT&T Wireless and McCaw Cellular Communications, among others. David, who holds a BA in Business Administration from Loyola Marymount University and completed the Executive Management Program at the Dartmouth College Tuck School of Business, serves on the advisory board for GT Nexus and the board of directors for HeroClip. In his free time, David enjoys skiing, biking, running, backpacking and other outdoor adventures, as well as spending time with his wife and two adult sons.

Bambang "Bam" Liem

Chief Technology Officer

Bambang "Bam" Liem serves as CTO of ZiPLY Fiber. Formerly EVP of Central Technology, Operations & Systems at Wave Broadband, where he oversaw deployment and management of Wave's Fiber & IP network technology, Bam is a telecommunications industry veteran with 35 years of experience in engineering, operations and system development for mobile, cable and telephone companies around the world. He has worked in various leadership roles at Charter Communications, Bell Canada, Allied Telecom, Amdocs, Accenture and more here in the Northwest, as well as in Canada, Indonesia, Taiwan, Ireland, Denmark and the Netherlands. Bam, who is working on his proficiency in a third language (Dutch, in addition to English and Indonesian), and his wife recently celebrated their 32nd anniversary.

Byron Springer

Chief Legal Officer

Byron Springer is CLO for ZiPLY Fiber. Byron has more than 25 years handling legal affairs for technology businesses. Prior to joining ZiPLY Fiber, he was the executive vice president of legal affairs at Wave Broadband where he was responsible for a broad range of legal and regulatory matters relating to the broadband, cable and telecommunications industry. He was also the chief counsel of acquisitions for Intellectual Ventures, the general counsel of cable set-top-box maker Digeo, Inc. and a vice president in Redmond, Washington's division of AT&T

Wireless. Byron earned his JD from UCLA School of Law and his AB from Stanford University. Byron also serves on the board of directors for Copper Canyon Press, one of the nation's leading poetry publishers. Byron has spent 35 years in the Seattle area and loves golfing in the Pacific Northwest.

Mike Doherty

Chief Marketing Officer

Mike Doherty is the CMO of Zply Fiber and an accomplished marketing leader with a demonstrated history of crafting award-winning brand strategies in highly competitive B2B and B2C ecosystems. Programs under his leadership have been recognized with Effie, Addy and Clio awards, as well as honors at Cannes, FAB, MIXX and other top industry shows. Before joining Zply Fiber, Mike served as president of Cole & Weber, one of Seattle's premiere advertising agencies, for 19 years. He double majored in Marketing and Finance at the University of Oregon and has spent his career steering marketing efforts for regional, national and international brands and organizations such as Chateau Ste. Michelle, Hawaiian Airlines, Kellogg's, Microsoft, Nike, Target and The International Olympic Committee. As a former ski instructor, he still enjoys skiing every chance he gets, as well as running, hiking, traveling, daddy-daughter time and learning anything new.

Steve Weed

Executive Chairman

Steve Weed is Executive Chairman of the Board of Directors for Zply Fiber. As an industry leader focused on broadband services and technology for more than 25 years, Steve's passion and experience is second to none. Prior to Zply Fiber, Steve was founder and CEO of Wave Broadband, which he led from 2002 through its sale in 2018. He has served as head of Summit Communications, President of Millennium Digital Media, Chairman of Xplornet Communications, and as a board member of both Metronet and Hargray Communications. Steve is a 2002 inductee of the Cable TV Pioneers and has served as chairman of the American Cable Association. Having grown up in the Northwest, Steve has also spent more than 25 years exploring the Puget Sound, San Juan and Canadian islands. An experienced boater, he and his family love boating and hiking among this area's many islands – one of the most beautiful places in the world.

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ZiPLY Fiber elevates the connected lives of its Residential, Small Business and Enterprise customers by combining refreshingly great customer service with the most advanced, modern fiber network that is purpose-built for the internet. This means ZiPLY Fiber customers will have a better online experience than is possible with any other technology. While the company has many product offerings, we primarily focus on what customers care about and want most – the best internet and phone service possible.

Customers

Residential, Small Business, Enterprise

Core Residential Products

Fiber Internet, Voice, ZiPLY Internet (DSL)

Fiber Internet

- **Gig Speed** - \$60/mo with autopay and paperless billing
- **200 Mbps** - \$40/mo with autopay and paperless billing
- **50 Mbps** - \$20/mo with autopay and paperless billing

Gig speed is the most popular plan due of its extremely fast, symmetrical upload and download speeds and ability to support multiple devices simultaneously streaming, video conferencing, gaming and more, which today's consumer has come to expect.

In many communities where our fiber network does not yet reach, ZiPLY Fiber also supports DSL service, also known as ZiPLY Internet. We will continue to offer this service while working to increase the number of homes and businesses in our territory that can connect to our fiber, from just over 30% when we started to nearly 85% over the next few years. We are on track to be at 50% by the end of 2021.

Voice

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 and Traditional TV

Many customers today are switching to streaming TV for their regular entertainment needs, including shows, movies, sports, games and more. ZiPLY Fiber helps enable these solutions and also supports traditional TV services.

Core Small-Medium Business Products

Fiber Internet, Voice, ZiPLY Internet (DSL)

Most Popular Business Fiber Internet Options

- **Gig Speed** - Please call for pricing.
- **500 Mbps** - \$100/mo with autopay and paperless billing
- **100 Mbps** - \$50/mo with autopay and paperless billing

Voice

As the local phone company in many areas, ZiPLY Fiber offers traditional business lines, Hosted Voice and VoIP options for small and mid-sized businesses.

Enterprise Products

ZiPLY Fiber offers a full suite of connectivity, private network, communications and cloud service solutions for enterprise customers. For information on enterprise product solutions, visit <https://enterprise.ziPLYfiber.com/>.