



## The NextLight Success Story

- Concept discussions began in 1996 with a 17 mile fiber ring being built
- SB152 went into effect in 2005 limiting muni builds in all forms
- Attempts to repeal the bill were defeated in 2009 but was successful in 2011 – competitors spent more than \$660k fighting efforts to repeal the bill
- Voters approved a \$45.5M bond in 2013 and the build began in 2014
- The build was completed in Phases and all 6 were ‘completed’ by 2017
- There are roughly 45,500 living units in Longmont
  - NextLight has built out to more than 90% of those living units
- To date, we serve ~23,700 residential and commercial customers which results in a take rate of nearly 58%

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*NextLight works so well, I don't even think about my internet any more. It is like power, water, etc., it just exists and functions. ... It is the textbook example of how to do things right.*

— LeamNoran, reddit comment

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## National Recognition

- Longmont was named the First Gig City in Colorado in 2017
- PC Magazine ranked NextLight the fastest ISP in the US – June 18, 2018
- PC Magazine ranked NextLight the fastest ISP in the Northwest Region of the US - June 26, 2019 (3<sup>rd</sup> in US)
- PC Magazine ranked NextLight the fastest ISP in the Northwest Region of the US - June 12, 2020 (4<sup>th</sup> in US)
- PC Magazine ranked NextLight the 2<sup>nd</sup> fastest ISP in the Northwest Region of the US – June 17, 2021 (3<sup>rd</sup> in US)



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— Learn Noran, reddit comment

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## The Journey

- Financing
  - Voters approved a \$45.5M bond in 2013 and the build began in 2014
  - Additional funding of \$10M was granted to expedite the build as the take rate far exceeded expectations
  - Debt service on both bonds will be paid back in 2029
- Challenges and Opportunities
  - Initial plan had anticipated take rate at 37% - we are currently at 58%
  - Growth and BW consumption continues to expand
  - Upgrading network to improve fiber utilization
  - CapEx will continue due to explosive growth in MDU, SFU and commercial markets
  - Expansion of an additional phase and roll-out of a 10G service offering is expected in 4Q21
  - Seeking opportunities for partnerships - SVVSD

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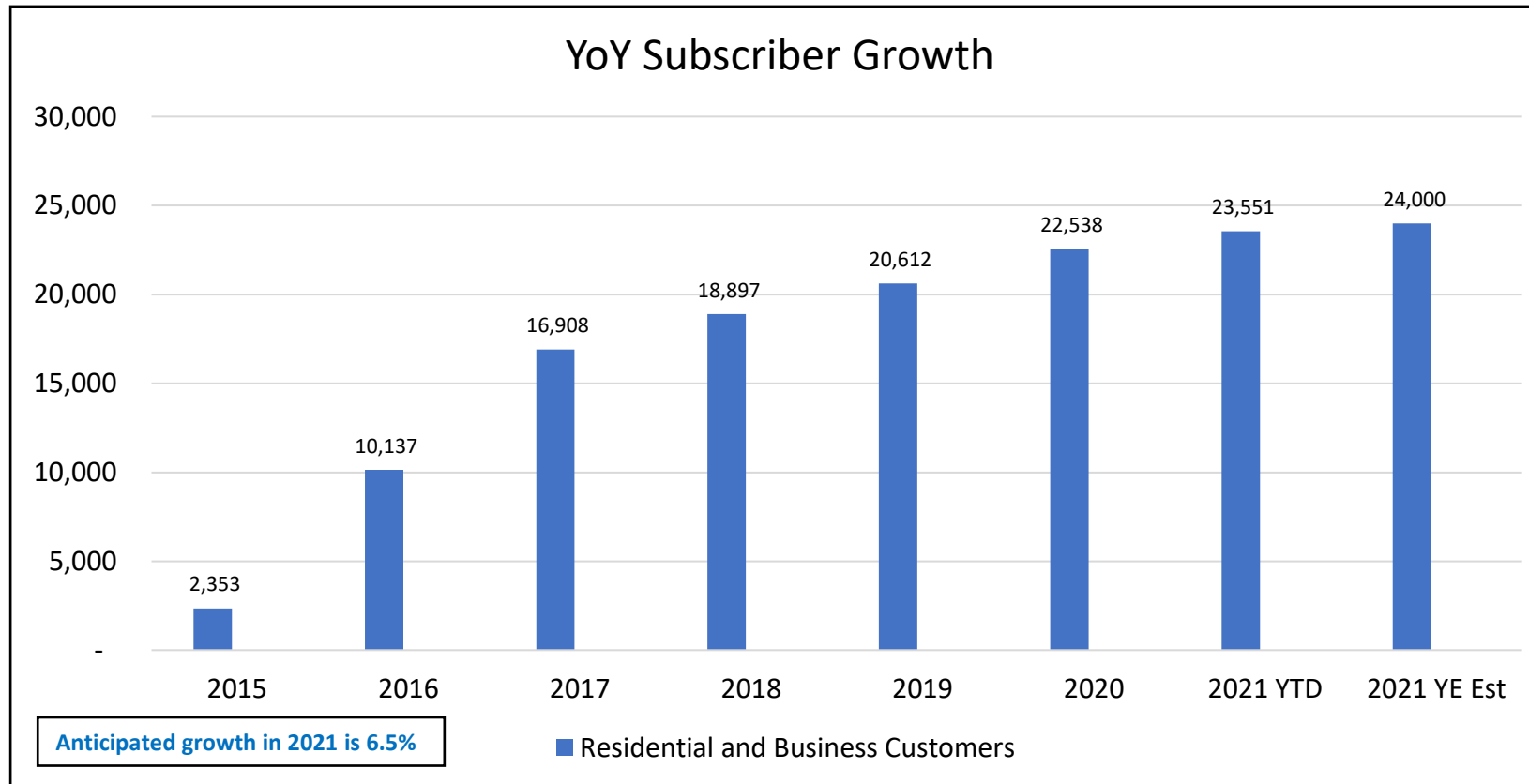
*Keep up the great work. ... Price, crazy good performance and rock solid reliability/uptime. Woot.*

— Thomas A., Facebook comment

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# If you build it will they come?



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*If you live in Longmont and have access to NextLight, it's the only way to go.*

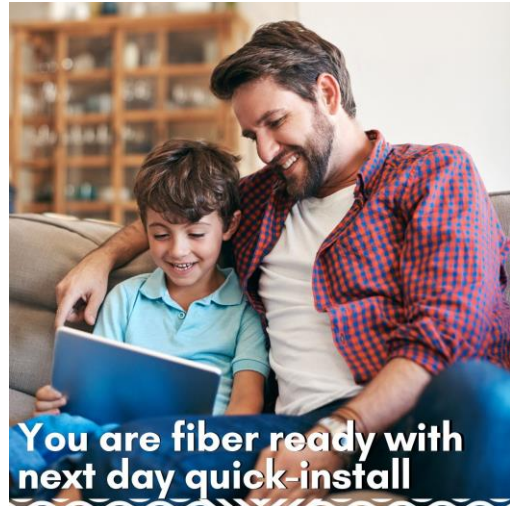
— Slopokerod, reddit comment

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## NextLight Services and Rates

### Current offers and packages

- 1Gig symmetrical - \$69.95 per month
- 100Mbps symmetrical - \$39.95 per month
- Income qualified program (615 subscribers)
  - 1Gig symmetrical - \$44.95 per month
  - 100Mbps symmetrical - \$14.95 per month
- Sharing the NextLight (76 subscribers)
  - 100Mbps symmetrical – Free of charge (free, free, free)



SIGN UP FOR GIG FAST SPEEDS  
WITH **NEXTLIGHT**.

**\$69.95/MONTH**

Call **303-651-8386** to sign up today!

**NextLight**  
LONGMONT'S GIG INTERNET

Sharing the NextLight is funded by customers and contributing agencies and it allows NextLight to provide much needed access of the advanced high speed services to those in need at no cost.

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*We haven't had a single issue with our NextLight since the day we got it. Thanks for having such a great product!*

— Janet L, Facebook comment

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# What separates us from our competitors



- We are local
  - Customer Service Reps and Technical Service Reps
    - Customer sat score of 91% - 96% are very satisfied
    - We care about the customer experience
  - Install and Service teams embrace the first Tech out philosophy
  - Fiber Techs are home grown – they helped build the network and know it like the back of their hand
  - Construction partners are responsive and accountable
  - We have multiple point of diversification to ensure service levels exceeding 5 9's
  - Network monitoring / administration alleviates service issues before they become apparent to the customer

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*Their customer service is amazing. They came to set it up and arrived right on time, with all the necessary tools. My rates have never increased. Billing is clear, easy and predictable. ... I even had a real human call me a few weeks back, giving me a heads-up and apologizing that there would be intermittent outages while they did 'squirrel maintenance' on my block.*

— Luvyoulongtimelurker, reddit comment

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*Even just a tiny amount of research about this area shows the undying support for NextLight over any other ISP.*

— Open\_Ice\_8011, reddit comment

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