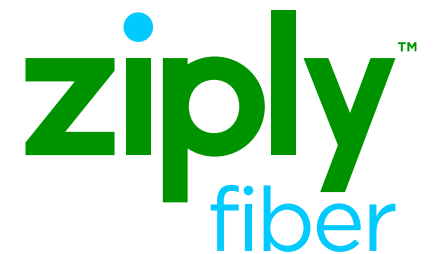


# CLEC User Forum

<https://wholesale.ziplyfiber.com/wholesale/clec-user-forum/clec-user-forum-presentations>

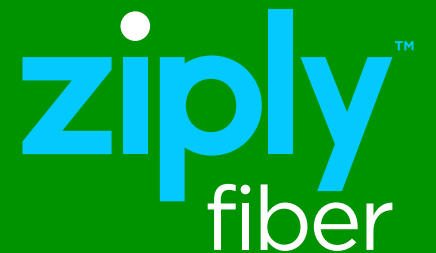
November 12, 2020



# 2020 CLEC User Forum

## AGENDA

- **Introductions**
- **Welcome to Ziplly Fiber**
- **Transition Update**
- **Doing Business with Ziplly**
- **Roundtable**



# hi we're ziply™ fiber

We purchased Frontier's network in WA, OR, ID, and MT. And we've already started making significant investments to make it **MUCH BETTER**

We're combining the most advanced purpose-built fiber network in your service area with a refreshingly great customer experience to meet all your telecommunications needs now and in the future.



**\$500+ MILLION**

Investment to give our customers a better online experience across 4 states



**MULTI-SERVICE**

Commercial  
Wholesale  
Residential



**20,000 MILES**

Of fiber in the network—growing to 50,000 over 36 months

**COMMERCIAL SERVICES**

Internet, data and voice

**SERVICE AREA**

Washington, Oregon, Idaho and Montana

**EMPLOYEES**

1,200+

**PRIMARY OFFICES**

**Headquarters**  
Kirkland, WA

**Network Operations Centers**

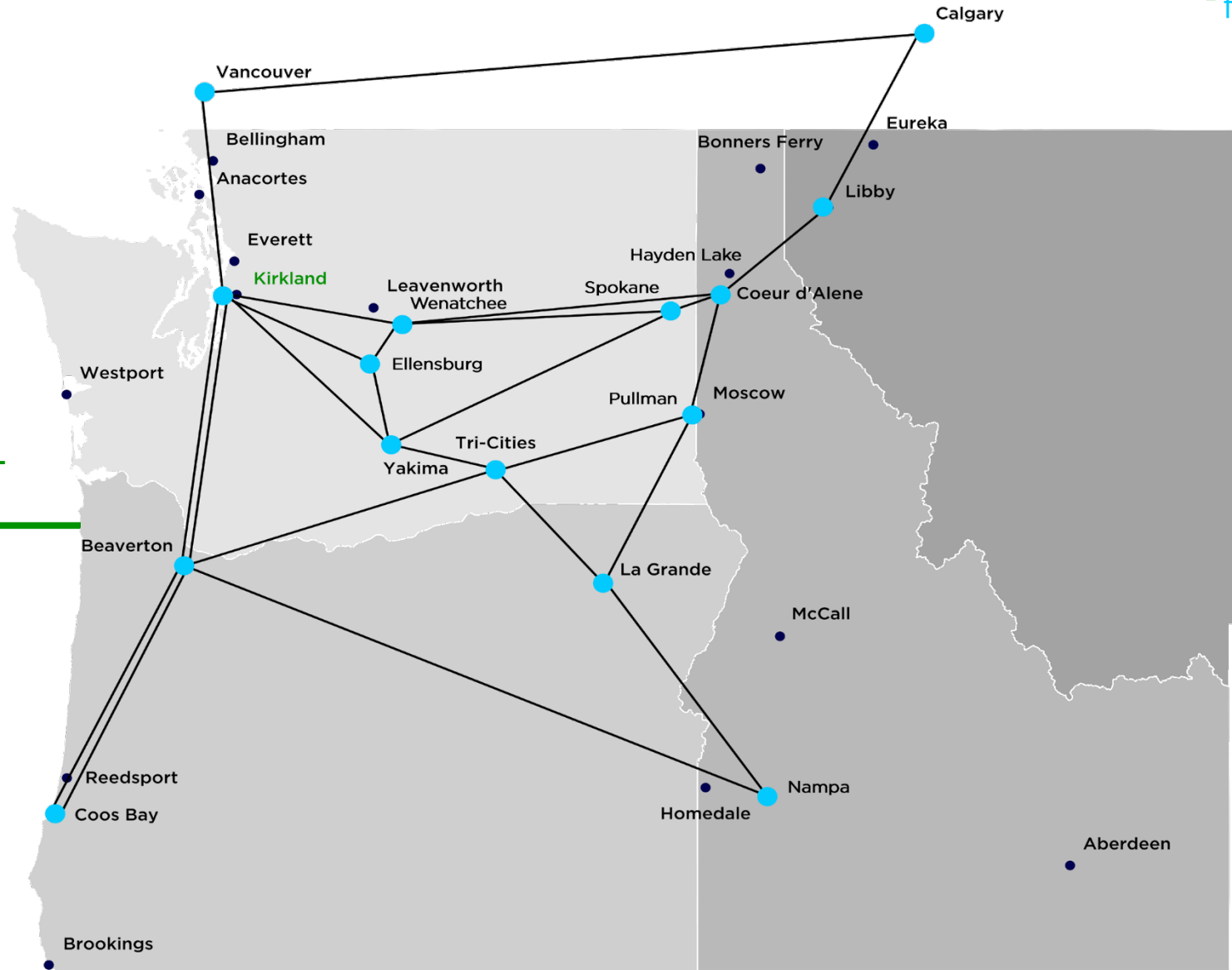
Yakima, WA  
Everett, WA

**Regional Operations Centers**

Everett, WA  
Beaverton, OR  
Hayden Lake, ID

The best network is **RELIABLY FAST | CONSISTENTLY ON | CONFIDENTLY READY | HONESTLY LOCAL**

We are designing a modern purpose-built fiber network servicing **over 210 regional cities and towns**, to meet your internet, data, and voice needs



SERVICE AREAS	SERVICEABLE LOCATIONS	CENTRAL OFFICES
Washington	956,000+	100
Oregon	519,000+	66
Idaho	178,000+	40
Montana	11,000+	2

# Reliably FAST

Purpose-built for performance, Ziplly Fiber is re-building the core network to never exceed **40%** of capacity at peak hours.

We're re-engineering the core network to be capable of 20+ Tbit/sec on all inter-city fiber routes with sub 3ms end-to-end latency and 3 Tbit/sec+ of edge-facing capacity.

With the re-design, Ziplly Fiber customers will **not even notice** congestion or outages on the core network, unlike other companies who run their network at **80%+ capacity** with no room to support a failure without a slow down.

Ziplly Fiber bought Frontier in Washington, Oregon, Idaho and Montana.

ziplly<sup>™</sup>  
fiber

**40%**  
CAPACITY

**80%**  
CAPACITY

Frontier<sup>™</sup>  
COMMUNICATIONS

We didn't just buy Frontier. We're making your experience **BETTER.**

# Consistently On

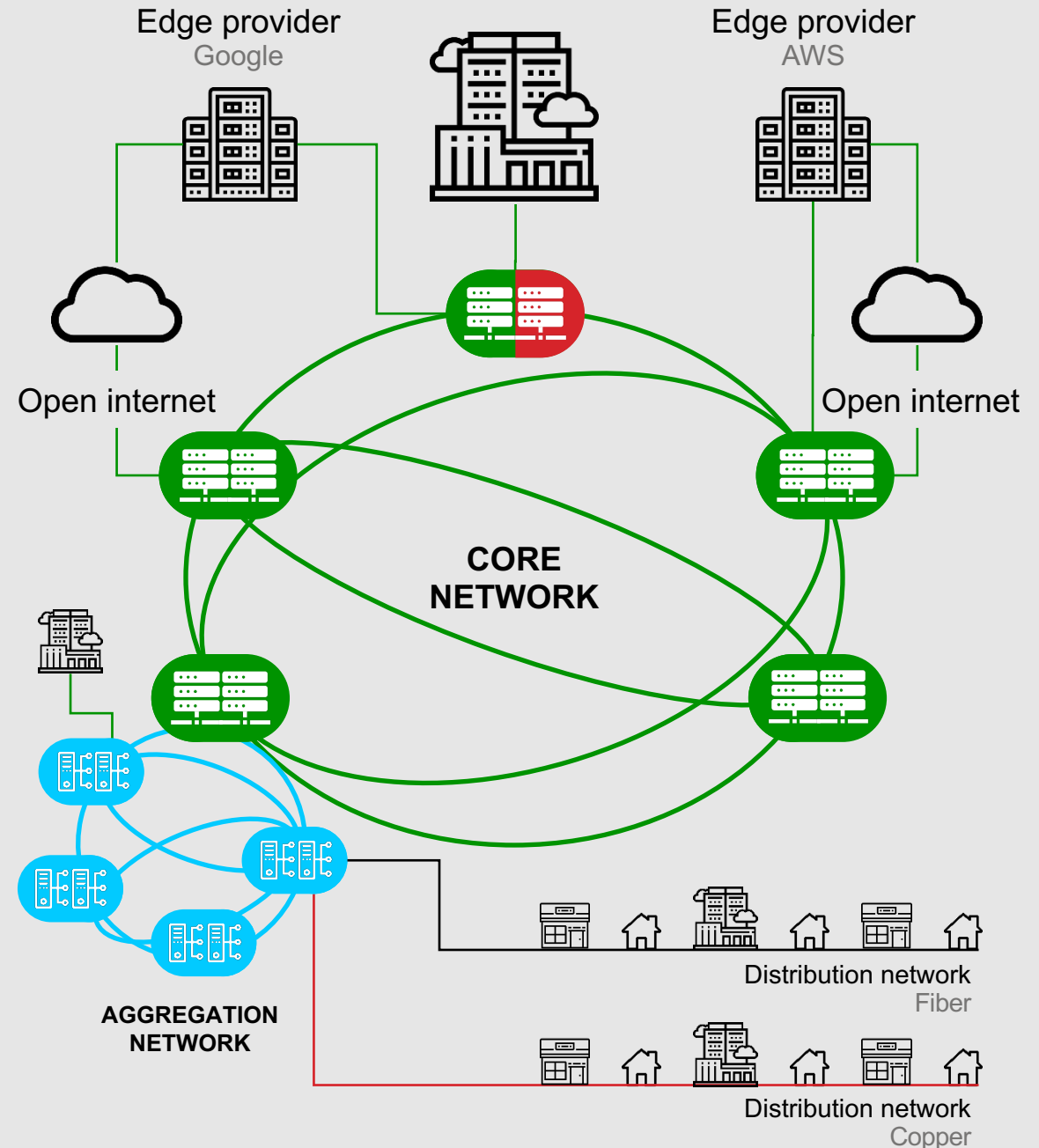
## Better internet doesn't go down.

Zipty Fiber is engineering its core and aggregation networks to be **fully redundant**, with a dual infrastructure that will maintain customer connections even when an issue arises on the network.

This enables Zipty customers to continue enjoying their online experiences with **zero disruption**. Redundancy also eliminates the need to take the network down to complete repairs or upgrades.

## Best, fastest network

Dual everything in Core                      40% capacity at peak hours  
Dual everything in Aggregation          Peering with 200+ Edge providers

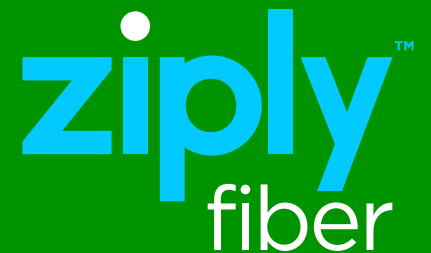


# Transition Update

## 6 Month Transition Period Complete as of 10/31/2020

ZiPLY Fiber has acquired Frontier's incumbent local exchange carrier (ILEC) entities that provide services to residential, commercial and wholesale customers in Washington, Oregon, Idaho and Montana. Specifically, these entities include:

- Citizens Telecommunications Company of Idaho
- Citizens Telecommunications Company of Montana
- Citizens Telecommunications Company Oregon
- Frontier Communications Northwest Inc in Idaho, Oregon and Washington



# Doing Business with Ziplly Fiber

<https://wholesale.ziptyfiber.com/>

## LOCAL SERVICES

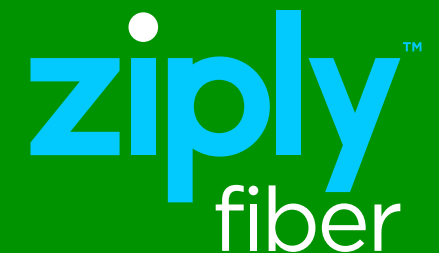
<https://wholesale.ziptyfiber.com/wholesale/contacts-and-escalation-lists/local>

Local (LSR) Support Email Contacts	
<a href="mailto:wholesale.lsr.support@ziptyfiber.com">wholesale.lsr.support@ziptyfiber.com</a>	<a href="mailto:wholesale.lsr.escalations@ziptyfiber.com">wholesale.lsr.escalations@ziptyfiber.com</a>
LSR Pre and Post-FOC Inquiries	Out-of-service
PLOC Freeze Inquiries	Provisioning Issues
Listing Record Investigations	Missed Due Dates
Report Local System Issue	Expedites

## BROADBAND SERVICES

<https://wholesale.ziptyfiber.com/wholesale/contacts-and-escalation-lists/broadband-services>

Email Contacts	
Wholesale Advantage Broadband	<a href="mailto:wholesale.local.broadband@ziptyfiber.com">wholesale.local.broadband@ziptyfiber.com</a>





# Roundtable

**ZIPLYFIBER.COM**

<https://ziplyfiber.com/wholesale/home>

<https://wholesale.ziptyfiber.com/>

Thank you!

