

**Rock Island Communications**  
**QUARTERLY MEETING**  
**Wednesday, November 16, 2016 10:00 a. m.**  
**Lopez Fire Hall, Fisherman Bay Road, Lopez Island**

**TRAVEL**



***Via Island Air***

378-2376 / 378-8129 (cell)

**To:**

Leave FH 9:15 a.m.  
Eastsound 9:30 a.m.

Arrive Lopez 9:45 a.m.

**Return:**

Leave Lopez 3:30 p.m.

Arrive Eastsound 3:45 p.m.  
FH 4:00 p.m.



***Via Ferry:***

**To:**

Leave FH 8:30 a.m.  
Shaw 9:15 a.m.  
Orcas 9:30 a.m.

Arrive Lopez 9:50 a.m.

**Return:**

Leave Lopez 3:50 p.m.

Arrive Shaw 4:10 p.m.  
Orcas 4:30 p.m.  
FH 4:45 p.m.



# Rock Island Communications

## Monthly Report

November 16, 2016

- I. Executive Summary
- II. LTE and Fiber Status
- III. Customer Support



## Executive Summary

Rock Island continues to see plenty of new activation and construction activity at the end of the 3<sup>rd</sup> Quarter 2016.

LTE: With 58 new connections since the October report, LTE Wireless Internet connections are now serving 850 homes, with multiple new customers joining every day. The 22 LTE sites that we currently have online also have the ability to serve another 500+ homeowners with excellent high-speed Internet service.

Fiber: On the fiber build, after adding 32 more since our October report, Rock Island has 862 active fiber optic customers as of November 11. There is a continuous stream of ongoing connections, and a pipeline of customers awaiting construction:

- More than 60 homes with last mile connections actively underway
- Over 300 committed customers in the pipeline behind them
- Behind this committed pipeline is another 400+ locations within 200 feet of newly activated fiber, making them excellent prospects.

Our focus in the last quarter of the year will be to deliver new services to new locations throughout the county to meet our targets of 525 new fiber optic and 1250 new LTE Wireless customers during 2016.



## LTE Update

Since last month, we have added 58 new LTE subscribers.

We have just launched a “refer a friend” program, offering \$25 bill credits to incentivize current customers to refer new LTE subscribers.

### LTE Network Build

Total	Online	Tower Crew	Poles In	Site Confirmed	Site TBD
38	22	1	2	6	7

By Island	Planned	Online	In Process
Blakely/Decatur	3	2	1
Lopez	8	7	1
Orcas	12	7	5
San Juan	12	4	8
Shaw	2	2	0
Unassigned	1	0	1
<b>TOTAL</b>	<b>38</b>	<b>22</b>	<b>16</b>

We have completed 22 LTE sites and currently have 1 site waiting for final commissioning/fiber connections. This site should be online within 2 weeks.



## Fiber Update

Since last month, we have added 32 new fiber subscribers.

### Projects currently under construction

These are groups that have gone through the fiber organizing process, paid for their middle miles and are currently under construction to get fiber to their homes or businesses.

- Downtown Eastsound on Orcas Island
- Harney View Park on Orcas Island
- Cape San Juan Part 2 on San Juan Island
- Hilltop on Lopez Island
- Portland Fair Area on San Juan Island
- Otter's Pond on Orcas Island
- Garry Oak on San Juan Island



## Customer Support

Below are Customer Support Cases for September and October, 2016. The high September numbers in Tech Support reflect the issues we had with email servers.

### Cases "In" to Rock Island by First Queue

<b>Queue</b>	<b>September</b>	<b>October</b>
(Q) Tech Support	667	258
(Q) Billing	131	134
(Q) Net Ops	49	56
(Q) Construction	27	29
(Q) Tech Tier 2	21	25
(Q) Sales	9	4
(Q) Customer Service		3
(Q) Customer Service Tier 2		1

### Cases "Closed" by Rock Island by Last Queue

<b>Closed by Last Queue</b>	<b>September</b>	<b>October</b>
(Q) Tech Support	602	209
(Q) Billing	109	116
(Q) Net Ops	40	2
(Q) Construction	25	29
(Q) Tech Tier 2	21	20
(Q) Sales	13	7
(Q) Customer Service	5	2
(Q) Customer Service Tier 2	1	