ROCKISLAND
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Rock Island Communications

Monthly Report

October 20, 2016

I. Executive Summary

II. LTE Activations and Pipeline

III. Fiber Activations and Pipeline

IV. Customer Support

October 14, 2016

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Executive Summary

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

With 108 new connections in September, LTE Wireless Internet connections are now serving just under 800 homes, with multiple new customers joining every day. The 20 LTE sites that we currently have online also have the ability to serve another 500+ homeowners with excellent high-speed Internet service.

On the fiber build, after adding 32 more in September, Rock Island has over 900 active fiber optic customers. There is a continuous stream of ongoing connections, and a pipeline of customers awaiting construction:

- 61 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.

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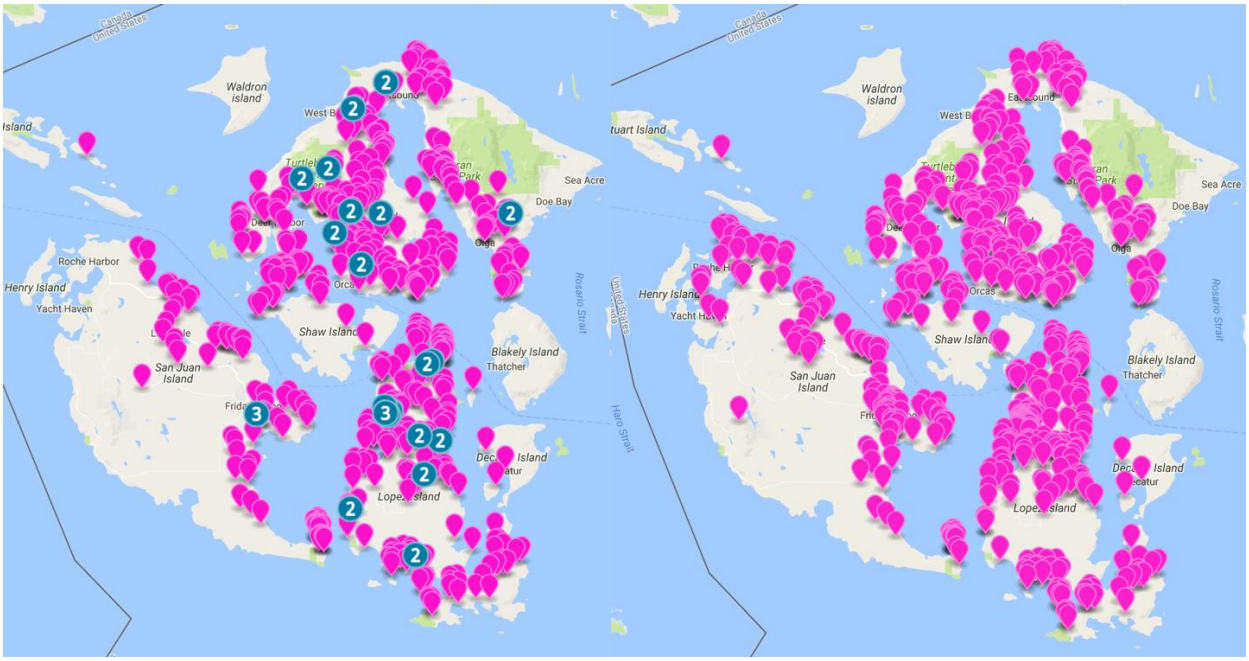
LTE Activations & Pipeline

Images below show the month over month change in LTE activations around the county with two new sites coming online. You can see growth in connections along the northeastern and northern areas of San Juan Island.



9/9/2016 LTE Connections 10/10/2016 LTE Connections

We have completed 20 LTE sites and currently have 2 sites waiting for final commissioning and/or fiber connections. These should be online within 2 weeks.

By Island	Planned	Online	In Process
Blakely	2	1	1
Lopez	8	7	1
Orcas	11	7	4
San Juan	11	3	8
Shaw	2	2	0
Unassigned	4	0	4
TOTAL	38	20	18

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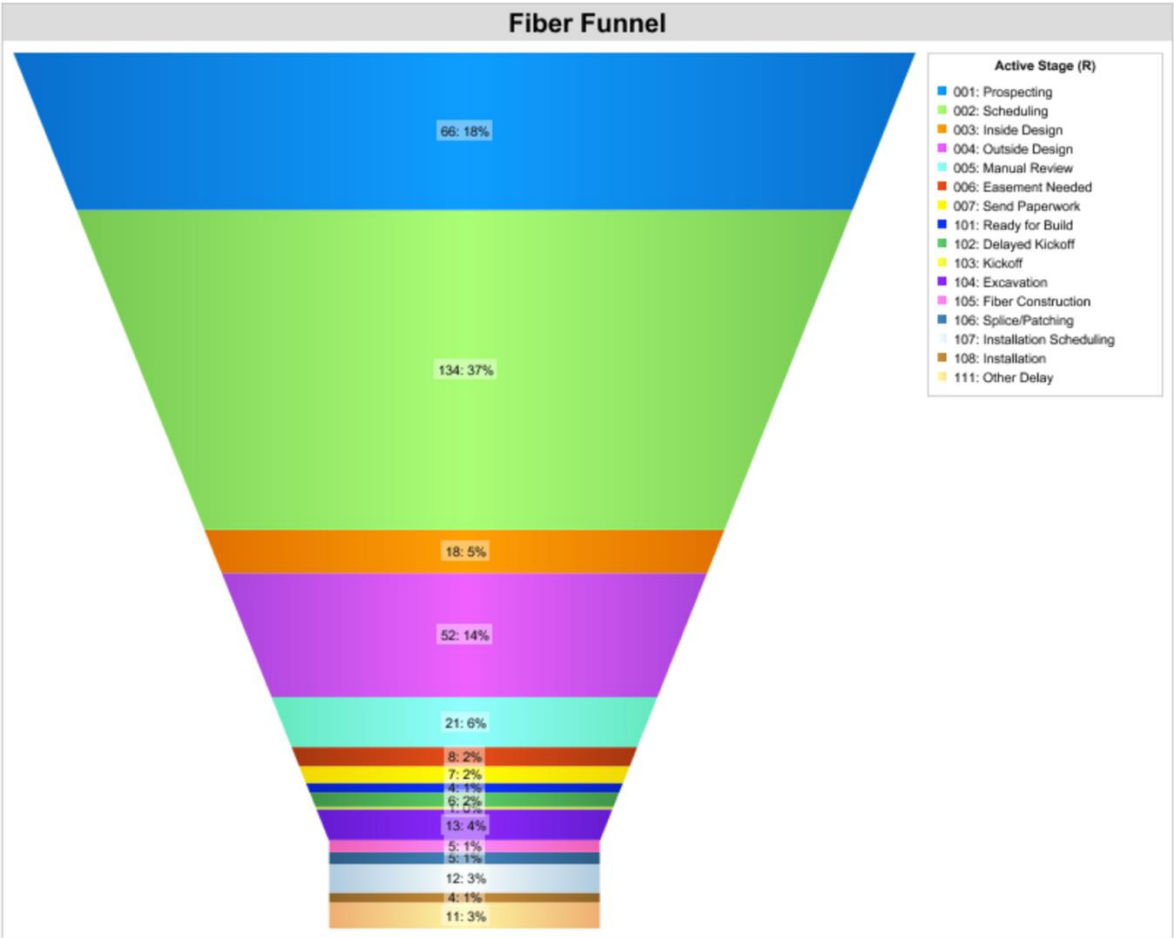
Fiber Activations & Pipeline



The Fiber Funnel currently has **367** customers in the active pipeline. In the last month, we have significantly reduced the scheduling bottleneck within the pipeline.

- Last Miles Under Construction: **61**
- Last Miles in Pre-construction process: **306**

We are confident we can complete a minimum of 184 of these active connections in the pipeline before year end. Doing so will allow us to reach our 2016 goal of 525 new connections.

To date, there are 150 miles of Transport and 126 miles of Distribution fiber deployed and live.

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Customer Support

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

Cases "In" to Rock Island by First Queue

Queue	September
(Q) Tech Support	667
(Q) Billing	131
(Q) Net Ops	49
(Q) Construction	27
(Q) Tech Tier 2	21
(Q) Sales	9

Cases "Closed" by Rock Island by Last Queue

Closed by Last Queue	September
(Q) Tech Support	602
(Q) Billing	109
(Q) Net Ops	40
(Q) Construction	25
(Q) Tech Tier 2	21
(Q) Sales	13
(Q) Customer Service	5
(Q) Customer Service Tier 2	1