

ZiPLY Fiber Skykomish Community Meeting

In addition to questions about specific property locations, the following was asked during the ZiPLY Fiber community meeting:

1) Will ZiPLY Fiber install fiber to all homes within Skykomish City limits?

ZiPLY Fiber is planning to serve the properties within Skykomish city limits. In the coming weeks our team will be in the Skykomish community walking the potential service area and gathering information that will help determine the final design and plans. Not only will we look at future service needs, we will assess the existing system to ensure that repair or replacement of infrastructure is included in the final construction plan.

During construction, ZiPLY Fiber will build a distribution system in the public right-of-way that will allow property owners who request service to be connected to the network. This is known as a service drop and is installed by ZiPLY Fiber at ZiPLY Fiber's expense. The reason we do not pre-install service drops to individual homes, is because it requires accessing a private property. We cannot install equipment on private property until requested to do so by the customer.

After the project begins, community members can stay informed and sign-up for future service on the ZiPLY Fiber Website, by clicking on "New Fiber Construction" and then selecting the Skykomish project. This is also where you can sign-up to be notified when service is available.

2) Will ZiPLY Fiber build fiber to locations outside Skykomish City limits?

During our upcoming project assessment, and depending on proximity to our system, the ZiPLY Fiber team will assess property clusters outside of City limits to determine project cost. If feasible, some properties may be included in the project. If not, ZiPLY Fiber will work with individual property owners to determine service options for specific properties.

3) What will be price be per household?

ZiPLY Fiber pricing is always available on our website at www.ZiPLY.com. Currently, a ZiPLY Fiber 1000/1000mbps is \$60 per month, 100/100mbps service is \$40 and 30/30mbps is \$20. We believe consumers need choice and control. Therefore, we do not require a credit check, we implement no data caps or annual contracts for service.

4) What is the ZiPLY Fiber project timeline?

Depending on permitting, weather and other circumstances, it can take anywhere between 3-6 months to complete a project after the design phase is complete.

5) How can I sign-up for service?

Residents can learn more about current service options by visiting the website at www.ZiPLY.com or by calling customer service at 1-855-258-3632. During construction, residents can visit the "New Fiber Construction" page on the www.ZiPLY.com website and click on the link to Skykomish. This page will give project updates and an option to sign-up for future service notifications.

6) Where there be a customer service center near Skykomish?

ZiPLY Fiber does not have plans to build a customer service facility near Skykomish. Customers can order new equipment and get return instructions by contacting the ZiPLY Fiber Customer Service Team at 1-855-258-3632.

7) Why does it say my property is not served when I look up service options on your website?

ZiPLY Fiber is working hard to make sure that our system is up-to-date with customer address and service information. There are times that your address may not be found online but service is available. If you believe you should have service options, but are not showing up in the online system, please contact ZiPLY Fiber Customer Service at 1-855-258-3632. Our team would be happy to confirm service capabilities to your property.

8) When ZiPLY Fiber took over my connection was not as good as it was with Frontier, will I have better service when the project is complete?

If you have a question or concern about service quality, please contact ZiPLY Fiber Customer Service at 1-855-258-3632 and let us know. ZiPLY Fiber is committed to resolving service issues as quickly as possible.