

COMMUNITY ENGAGEMENT



February 21, 2023

Village Clerk
PO Box 214
Brock, NE 68320

Subject: Seeking Community Feedback on Proposed Broadband Deployment Project

The purpose of this letter is to inform you that Pinpoint Communications Inc intends to apply to the Nebraska Public Service Commission for a Capital Projects Fund grant to provide broadband internet service in your community. We are seeking feedback from impacted communities regarding the proposed project.

Please review the details of the proposed project below and provide feedback via the attached Community Feedback Form to the Public Service Commission **no later than April 24, 2023.**

Pinpoint Communications, Inc.

Brock Fiber

All homes and businesses inside entire inside the village limits of Brock. Pinpoint will be deploying a cutting edge all Fiber network to deploy multi gig broadband services to businesses and residents. We have attached our proposed speed tiers and pricing to this letter.

The proposed project area may also be viewed on the Nebraska Broadband Map, which will be made available on or around March 3, 2023 at <https://psc.nebraska.gov/telecommunications/nebraska-broadband-bridge-program-nbbp>.

If you have questions regarding the proposed project, you may contact Pinpoint Communications at 308-697-7678 and/or tom.shoemaker@pnpt.com. If you have questions regarding the Capital Projects Fund grant program, please e-mail psc.broadband@nebraska.gov or you may contact the Nebraska Public Service Commission Consumer Advocate during regular business hours (Monday-Friday, 8:00 a.m.-5:00 p.m. CT) by calling 402-471-3101 or toll free in Nebraska at 1- 800-526-0017.

Sincerely,

J Thomas Shoemaker

Pinpoint Communications, Inc.

Cc: Nebraska Public Service Commission psc.broadband@nebraska.gov

611 Patterson St.
Cambridge, NE 69022

(308) 697-7678
(800) 793-2788

info@pnpt.com
www.pnpt.com



Phone



Internet



TV



Business





Introducing Pinpoint

Thank you for your interest in Pinpoint services!

On behalf of the entire staff at Pinpoint, We would like to take this opportunity to welcome you as a possible new customer on our all-fiber Pinpoint network. We couldn't be more excited for this opportunity to serve you.

Pinpoint has a long history of providing cutting-edge communication services backed by unmatched local customer care. We appreciate you taking the time to review our service offerings.

- **MEET or BEAT Pricing** – let us compare your current service and bills with our packages
- **No Service Contracts** – we are so confident that you will love our all-fiber service, you won't want to switch to anyone else!
- **Local Offices** – technicians are located in Alma, Auburn, Cambridge, Gothenburg, McCook, and Nebraska City to provide the fastest on-site service available.
- **Above and Beyond Customer Care** – want to make a payment or have a question about your bill? Maybe you would like to upgrade your package or add a feature to your service – just stop by or call our office and let one of our Customer Service Representatives help you out.
- **Referral Rewards** – Earn a \$50 credit for you AND a friend when you submit a referral!
- **Auto Payment Options** – Pay automatically with bank ACH or debit/credit card.
- **Customer Portal** – Convenient option for customers to view invoices and pay bills.

Thank you again for considering Pinpoint for your communication needs. Our Pinpoint staff is ready to help you answer any questions you may have about our services as we want to facilitate the easiest transition possible. We look forward to being a good partner with you and a strong member of this great community.

Sincerely,

Pinpoint Sales & Customer Care Team



Internet



Phone



Business

800-793-2788
sales@pnpt.com
www.pnpt.com



General Fiber FAQ's

What is fiber optic cable?

Fiber optic cable is a bundle of fiber optic threads made of pure glass each about the diameter of a human hair. Fiber optic cable uses light instead of electricity to carry a digital data signal. Therefore it is able to transmit information at virtually unlimited speed and capacity (higher bandwidth).

Why is fiber preferred to copper or coaxial cable?

Optical fiber is unique because it can carry a high-bandwidth signal enormous distances. The longer the distance the signal travels on copper or coaxial cable, the lower the bandwidth. Fiber networks can also be upgraded by changing the electronics or using different lasers that increase the bandwidth without changing the fiber itself. That's why fiber networks are said to be "future proof."

How much will installing fiber to my home cost?

Standard costs for a fiber-to-the-home installation are typically \$300 or more. However, during construction phase of Pinpoint's fiber project, we are waiving costs for standard installation and activation for all new customers and those who pre-registered for our fiber services.

What other equipment may I need if I have internet or I plan to order it?

Your computer needs to be equipped with a Network Interface Card (NIC) that has an ethernet port in order to connect to Pinpoint fiber. Most computers purchased in the last five years will have this installed. A NIC card can be purchased from retail stores for about \$30. We also recommend a router to serve as protection or to connect multiple computers to the internet.

Will fiber increase my telephone rate?

No. Fiber will not increase telephone rates unless a customer chooses an upgraded service. Over the long term, the lower maintenance costs and increased capacity afforded by fiber should provide our customers with rate stability. Customers who take advantage of our introductory offers on our fiber products, may discover an opportunity to reduce their monthly communication costs. We will also be able to offer more service options for very little, if no additional cost.

Will fiber change the way my present communication services work?

No. However, our customers will likely notice an improvement in the quality, reliability, and stability of their present services. If you're a high-speed internet customer, you will not need a modem or router unless you choose to have a wireless connection or have multiple computers connected to the internet.

Will getting fiber to my home disturb my yard/property?

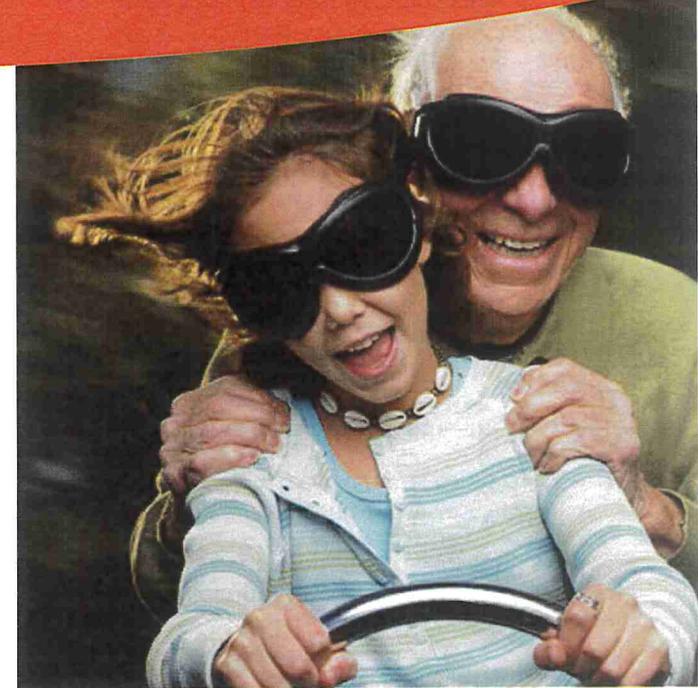
Our fiber service is provided in two ways: Aerial and underground. This means in order to provide you with a fiber connection, we may be required to trench across your yard, however our goal is to treat your property as if it were our own. Our technicians are responsible and will restore your property to a condition as close to original as possible.

What if I don't currently subscribe to any Telecom services?

Special introductory pricing on individual services will be available to new customers. New customers will also be eligible to get a FREE fiber installation and activation (a \$300 savings) if they purchase at least one Pinpoint service prior to the completion of fiber construction in their neighborhood.

Does every home in my neighborhood need the fiber upgrade?

Our answer is Yes. In order to future-proof your home, it is a necessary upgrade - even if you only have basic phone service and do not have a computer. Ask about our referral plan to see how both you and your neighbors can earn referral savings and rewards!



Pinpoint[®]

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For questions about FTTH or any Pinpoint services call
800-793-2788

E-mail: sales@pnpt.com • www.pnpt.com

800-793-2788
www.pnpt.com
sales@pnpt.com

Fiber-to-the-Home The ultimate communication technology

What Is This Technology Called “Fiber” And How Can It Enhance My Life?

What is Fiber?

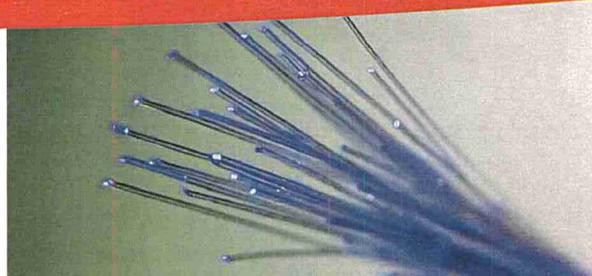
Pinpoint is building a state-of-the-art fiber optic network that carries communication services using light waves instead of electricity. Our new network, with its amazing capabilities, is known in the communications industry as:

Fiber-to-the-Home or FTTH

FTTH is the most advanced communication system available in the world today and will be the technology relied upon worldwide to deliver communications in the future.

While your current provider’s network may allow you to experience communication services that seem relatively advanced, copper networks (like those offered by cable companies) will soon be unable to provide the bandwidth necessary to offer new, exciting technologies like Pinpoint’s **1 Gigabyte** internet service, HD streaming videos, advanced voice services, and many others.

Many communication providers brag about utilizing fiber in their networks but, unless they provide it **all the way to the home**, they cannot measure up. That is why Pinpoint is going **all the way to your home** with its Fiber, and why we are able to offer the **fastest, most reliable, most capable, highest quality** communication products available.



What are the benefits of Fiber-to-the-Home?

Replaces copper infrastructure with new technology

- Higher stability and less interruptions
- Less susceptible to corrosion or power surges from lightning and other sources, resulting in greater reliability
- Allows for future evolution of technology

Provides virtually unlimited bandwidth capacity

- Fiber supports large amounts of data and can keep up with consumer and technology demands
- Access to more advanced communication products and data like streaming video, internet TV, quality video conferencing, “smart home” technology, IP video monitoring, gaming, Tele-med services, and many more

Adds value to your home and the community

- Increase of home value by as much as \$5,000 according to the Fiber-to-the-Home Council and other sources*
- Potential for increased economic development due to the advanced technology available in the area
- Rural customers can compete on a global scale in their work or business

* RVA, LLC home owner and developer survey and research commissioned by the FTTH Council, 2009.

Why Fiber is better than Cable...

Cable can’t compare!

Don’t mistake the claims of some companies who say they have an “enhanced fiber optic network”. What they have is a hybrid connection mixing a single fiber line with the aging technology of coaxial cable. What’s the difference? Fiber-to-the-Home is a **100% fiber optic** connection made directly to your home or business with the ability to carry large quantities of data an enormous distance—much faster.

Fiber technology delivers clear advantages over standard coaxial cable:

- Fiber is unquestionably the fastest, most versatile high-speed internet connection
- Virtually unlimited bandwidth—the sky’s the limit
- Get the speed you pay for all the time!
No internet slowdowns during peak hours
- Crystal clear voice communication with less interference and reliable 911 service
- Better video experience—see higher quality streaming video on your computer
- No modem required*
- Pinpoint’s superior customer service—most service calls handled the same day and we supply 24/7 tech support by phone

*Refers to wired connection. Wireless service or multiple devices connected to the internet require a router.

Have more questions about FTTH?
Call us at **800-793-2788**

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REASONS TO SWITCH TO FIBER

Fiber internet is the fastest, most stable internet connection you can get. And with all the great content out there waiting to be watched, played, heard, and surfed, there's never been a better time to switch.

- **Speed** - Fiber internet delivers streaming content ...HD movies, sports, TV shows, gaming ... faster than ever, with none of the lag time and buffering that brings the action to a screeching halt. With speeds up to 1 Gbps, getting what you want online has never been faster.
- **Personalized Local Service** - Fast internet is great, but what happens when you need help? With offices in Alma, Auburn, Cambridge, Gothenburg, McCook, and Nebraska City you will be comfortable knowing our 24/7 customer service is local.
- **Free Installation** - Pinpoint makes getting started with fiber internet easy. And free. Once you schedule your installation, Pinpoint's local support staff keeps you up to date on the status of your install. Pinpoint's highly trained technicians handle all the connections, set up your network, and then ensure all your devices work like they're supposed to.
- **Unlimited Data** - Only fiber internet can deliver all the fast downloads and streaming you demand without data caps and the speed slowdowns that happen with other internet service providers.
- **Home Network** - The internet router holds the key to fiber internet's speed and stability. Pinpoint offers the Plume mesh system for fiber customers or we provide the ability to use your own router or mesh system. For additional details on the Plume, visit pnpt.com/plume
- **Symmetrical Speed** - With fiber internet you get the same upload speed as download speed. Most non-fiber providers have much lower upload speeds compared to the download speed. The faster uploads will give you that crucial boost for activities like uploading large files, posting online content, and online gaming.
- **No Sharing** - The fiber optic line into your house is your dedicated connection to streaming video and everything you use the internet for. Every subscriber is served by their own fiber line that runs to your house or business. Which means none of the annoying "primetime slow-downs" after supper because of neighborhood traffic. You'll always enjoy the same reliable speeds throughout the day.
- **Reliability** - Fiber internet doesn't need energized lines, so it's not as prone to outages as other providers. Fiber optic lines are also resistant to temperature fluctuations, severe weather, moisture, and interference from electronic or radio signals. As long as the fiber optic cable stays intact, it can keep delivering your bits and bytes for all your internet usage.
- **Fast to Fastest** - Switching to Pinpoint fiber internet will deliver stable internet connections starting at 100 Mbps all the way up to 1 Gbps. Put another way, fiber internet's "slowest" speed of 100 Mbps is the fastest speed offered by many other providers. But other providers can't deliver the stability and value that only fiber internet can.

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Communities that benefit from Pinpoint Broadband

Alma, Auburn, Bartley, Beaver City,
Cambridge, Gothenburg, McCook, Naponee,
Nebraska City, Orleans, Stamford, Syracuse,
Republican City & Wilsonville



800-793-2788



pnpt.com



Contact us at:
www.pnpt.com
800-793-2788

NEW YEAR'S RESOLUTION? HIGH SPEED BROADBAND!



Add all the devices you'd like! Fiber connection won't slow down as more devices are connected.



The new light technology fiber offers faster speeds than the highest-speed copper lines.



Fiber's 24/7 dedicated bandwidth to your home won't be compromised by neighbor's usage.



Tough Technology! Fiber is made out of glass making it immune to most interference, like bad weather!

Enjoy the purest speed, reliability and functionality of the Internet when you connect with our premium service.

50/50 Mbps	<i>for</i>	\$49⁹⁹
100/100 Mbps	<i>for</i>	\$59⁹⁹
500/500 Mbps	<i>for</i>	\$74⁹⁹
1 Gig	<i>for</i>	\$89⁹⁹

Plume Superpod	<i>for</i>	\$12⁹⁸
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(Includes WiFi performance plan)

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Pinpoint Customer Information

Customer Name: _____

Contact Phone #: _____

Email Address: _____

Physical Address: _____

Billing/Mailing Address: _____

(If different than physical address) _____

Date of Birth: _____

Social Security #: _____

Drivers License #: _____

Important Customer Notice:

The FCC has implemented new rules to protect the privacy of information contained on your account with Pinpoint Communications. The new rules allow us to discuss account information only with the person(s) listed on the account. We must be able to authenticate that person and will do that by asking a specific question to which you have previously provided us with the answer.

Although we have always treated your account information with confidentiality, please help us in our efforts to further ensure that we protect your information by completing the following:

Question for authentication: In what city were you born? _____

If your account is listed only in your name, you might want to consider adding another name if appropriate. If you are a parent or individual that relies on someone else to discuss account changes, payments or anything else with our company, you will need to have that person's name added to your account. This person does not need to be added to the billing name but can be added to our records as an authorized person for discussing information and making changes to your account. Please keep in mind that if you do request an additional name on your account or as a designated contact, they will need to be aware of your answer to the authentication question.

No, I don't want to add any additional authorized contacts to my account.

Yes, I would like to add the following authorized contacts to my account: (phone number is optional)

_____ Phone #: _____

_____ Phone #: _____

Authorized by: _____ Date: _____

Return this completed form to:

Pinpoint Communications

PO Box 490

Cambridge, NE 69022

Or by email: sales@pnpt.com



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LOVE STREAMING MOVIES?



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YOU'LL LOVE OUR INTERNET!

What's not to love about streaming movies? You get to pop some popcorn, cuddle up on your couch, and watch whatever your heart desires—whether that's drama, comedy, action, fantasy, adventure, sci-fi, or romance—through a streaming service.

The last thing you need as a movie buff is buffering. To avoid the dreaded buffering wheel showing up on the screen, switch to one of our super-fast and reliable internet plans.

CALL 800-793-2788 FOR A SPEED UPGRADE

Mention promo code **LOVSTREAMINGPC**

**Service availability and internet speed will depend on location. Contact us for details.*



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Gothenburg, NE 69138
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EDDM Retail

*****ECRWSS****

Local
Postal Customer

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