

PINPOINT COMMUNICATIONS, INC. _NORTH SYRACUSE_ATTACHMENT J

DIGITAL INCLUSION PLAN

Today, access to high-speed broadband Internet is becoming paramount for rural communities and their residents. The pandemic proved that access to reliable Internet can make a vast difference in the quality of life: continuing education through online learning, consulting with a doctor remotely, and continuing to complete your job's applicable tasks remotely. Pinpoint's fiber network allows this quality of life on its existing network infrastructure and will provide to any new communities where fiber network is deployed.

Pinpoint's proposed fiber network meets crucial staples of any digital inclusion plan:

First, our Internet service is reliable. We have a dedicated and skilled team who are well versed in providing quality service. Our technicians are held to the highest standards during installation and troubleshooting activities. Our construction team ensures that fiber cables are secured and installed properly and our management team procures the highest quality materials and equipment.

Second, we work to engage with the community to ensure knowledge of our services and what fiber Internet can mean for your everyday life. As has been well documented, the pandemic made clear that certain areas in our country are in desperate need of access to high-speed broadband. The first step is building the network infrastructure and engaging with the community to ensure that those who want or require the service have accessibility to it. Pinpoint has held meet-and-greets in its service areas to allow community members to ask questions and learn about the impact fiber Internet can have. In addition, postcards and other marketing material will be distributed throughout the year.

Third, our services are affordable. Pinpoint believes in keeping prices at a fair and competitive price. Pinpoint participates in the Affordable Connectivity Program, Lifeline, and any future subsidy programs that will aid those households in need. Further, we will offer a 100/100 Mbps plan at \$49.99 in these markets with newly constructed fiber infrastructure.

Lastly, many of the communities that require build-out have a limited number of households and residents. A lack of fiber infrastructure only inhibits future growth. In many cases, Pinpoint is willing to invest in building out these areas to allow and foster future growth. It has also been shown that areas with Fiber Internet tend to see an increase in property value. Research performed by Utilities One has shown that "rural communities with access to fiber optic networks experience 3 to 5% increase in employment and 1.4% increase in GDP growth, boosting the overall prosperity of these areas."

Fiber is the future for internet connectivity worldwide and expansion will inevitably continue. Pinpoint will be at the forefront of this mission to ensure all residents have access to this technology and service.