

# **PINPOINT COMMUNICATIONS, INC.\_HARLAN NAPONEE\_ATTACHMENT E**

## **TECHNICAL CAPABILITY STATEMENT**

### *Experience*

Pinpoint has previously, currently, and effectively implemented highly successful fiber overbuilds in several Nebraska communities. In 2009, Pinpoint deployed one of the first fiber-to-the-home projects in the state of Nebraska in Cambridge and Bartley. Most recently, Pinpoint successfully completed 49 miles of fiber build for the CARES Act from Beaver City to Republican City, including the communities of Beaver City, Alma and Republican City.

In 2019, Pinpoint over-built Oxford, Nebraska. Following the initial design and planning process, the project construction was kicked off on September 11, 2019, and our first customer was turned up on November 1, 2019. The implementation of the network went smoothly, and we continue adding new customers to the network.

In late 2014, Pinpoint over-built Gothenburg, Nebraska. The Gothenburg project was much larger than the Oxford project with a fiber network passing nearly 1,500 homes initially, compared to about 400 homes in Oxford. Pinpoint has become a leader in the Gothenburg trade area, supporting both the largest of businesses to the smallest of residential customers. To date, we have procured approximately 50% market penetration in this highly competitive market.

More recently, Pinpoint announced that it will begin building fiber in McCook, Nebraska. We currently have a phased project going on in the community, and are deploying to 1,000 homes to be fed with fiber connectivity with Gigabit services. Phase 2 planning is currently underway, and will complete Pinpoint's fiber build in McCook. Phase 2 deployment is expected to begin in 2022.

On a broader scale, Pinpoint has owned and operated fiber networks in both Arizona and Georgia. The experience of administering these FTTH enterprises has allowed us to understand and craft our operations around the requirements that come with constructing and managing businesses in larger markets. In Arizona, we passed nearly 15,000 homes and were building networks to nearly 1,000 homes per year. The Arizona market was primarily residential, which provided us with valuable insight to fully understand the needs of consumers and the demands that are required to deploy a state-of-the-art network.

### *Current Offerings*

Pinpoint currently provides broadband speeds of 100/100 Mbps or faster in multiple markets across Nebraska.

### *Resilient and Sustainable*

Pinpoint will be able to effectively market and gain subscribers through our competitive product offerings and history of customer service. Pinpoint has operations surrounding this project area, and will be able to absorb these additional operations, in some cases adding employment where necessary. Pinpoint has a long history of fiber-to-the-home builds in a variety of markets, which will help support decision making in keeping this project sustainable. Additionally Pinpoint deploys its network in a ring topology so it is redundant for the services it provides.

### *Technical staff dedicated to serving the project*

During the construction phase, we will have a dedicated construction team to build the project. Once the build is complete, the project will transition to an operational network. There will be at least one customer service representative and one outside plant technician dedicated to the majority of our service areas, though there are other employees who share in these responsibilities. In some cases, these representatives will help serve the new project areas that extend our current network footprint. In the event of multiple projects awarded, Pinpoint may look to employ additional technicians and customer service personnel where feasible.

### *Description of how the service area will be maintained*

Our services are closely monitored for customers through audits of network operations. This project area will be treated in the same fashion. We have a 24/7 NOC that monitors the network on the technical side. The outside plant will be maintained by local technicians who will perform locating, servicing of the network, new installations etc. Pinpoint intends to hire staff to continue the maintenance of the network where we don't have existing staff.

In addition, customers who enroll in our Wi-Fi Maintenance program are able to be monitored 24/7 to ensure proper level of service. Pinpoint takes great care in maintaining its fiber cabinets, pedestals, and any other network assets during daily operations.

### *Other relevant technical expertise*

Pinpoint has a wide breadth of experience in fiber-to-the-home, including engineering, construction, operations and provisioning. Pinpoint has proven success for many years. We continue to expand on this expertise and deliver high quality networks throughout Nebraska.