



AGENDA ITEM EXECUTIVE SUMMARY

Agenda Item number: 4.b

Title:

Presentation by MetroNet to Consider Alternative Fiber Optic Communication Services, Including High-Speed Fiber Internet, Phone and IPTV to St. Charles

Presenter:

Peter Suhr

Meeting: Government Services Committee

Date: February 27, 2017

Proposed Cost: N/A

Budgeted Amount: N/A

Not Budgeted:

Executive Summary *(if not budgeted please explain):*

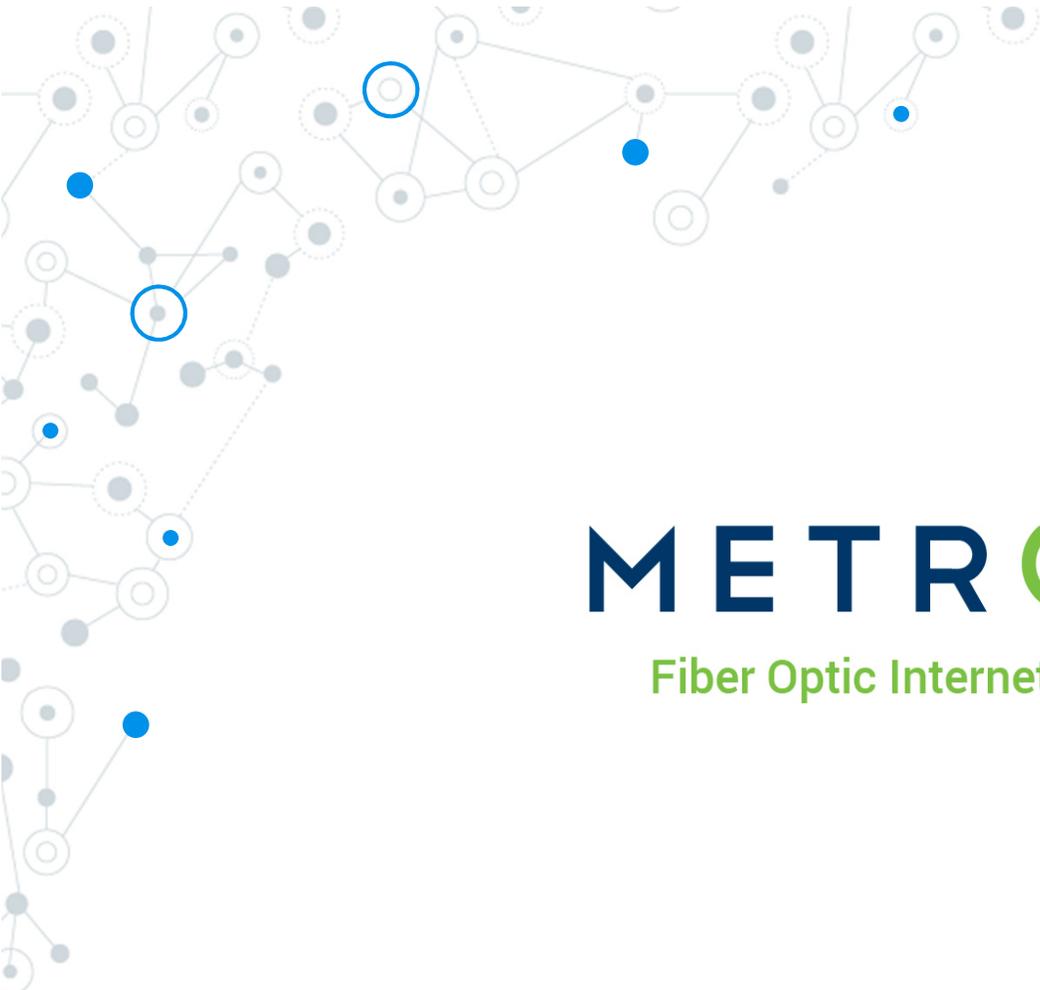
MetroNet Inc. is a Fiber Optic Company headquartered in Evansville, Indiana. Their External Affairs Division, led by Kathy Scheller, recently contacted St. Charles staff to introduce their company and seek interest to provide fiber services in St. Charles. More specifically, MetroNet provides fiber optic high-speed internet, TV and phone services to businesses and homes. Their vision is to provide a world-class communications infrastructure to regional communities for the 21st century and beyond. Kathy Scheller will present the attached information as an introduction to their company, the services they provide and methods they have deployed in other communities to provide such fiber services. Staff would be interested in receiving your feedback and direction for continued engagement with MetroNet.

Attachments *(please list):*

* Presentation by MetroNet

Recommendation/Suggested Action *(briefly explain):*

For Discussion and Feedback Only.



O V E R V I E W

METRONET

Fiber Optic Internet, TV and Phone

Company Contact:
Kathy M. Scheller
External Affairs
812.760.9228
kathy.scheller@metronetinc.com



Visionary Statement:

A decorative network diagram in the top right corner, consisting of various sized circles (nodes) connected by thin lines (edges). Some nodes are solid grey, while others are hollow with a grey outline. The connections form a complex, branching structure that resembles a communication or data network.

Our vision is to provide a world-class communications infrastructure to regional communities for the 21st century and beyond. Broadband is critical infrastructure, on par with roads, water, sewer, and electricity. Every home, business, nonprofit organization, government entity, and educational institution within a community's boundaries should have the opportunity to connect affordably, easily, and securely. Providing equal access to communications infrastructure and service is essential to promoting equal opportunity in education, business, healthcare, and all other aspects of day-to-day life.



ABOUT METRONET

**A 100% Fiber Optic Company
Headquartered in Evansville, Indiana**



HISTORY



2004

MetroNet Established

2005

MetroNet Launches First Market in Greencastle, IN



2010

MetroNet Established 9 Additional Communities

2015

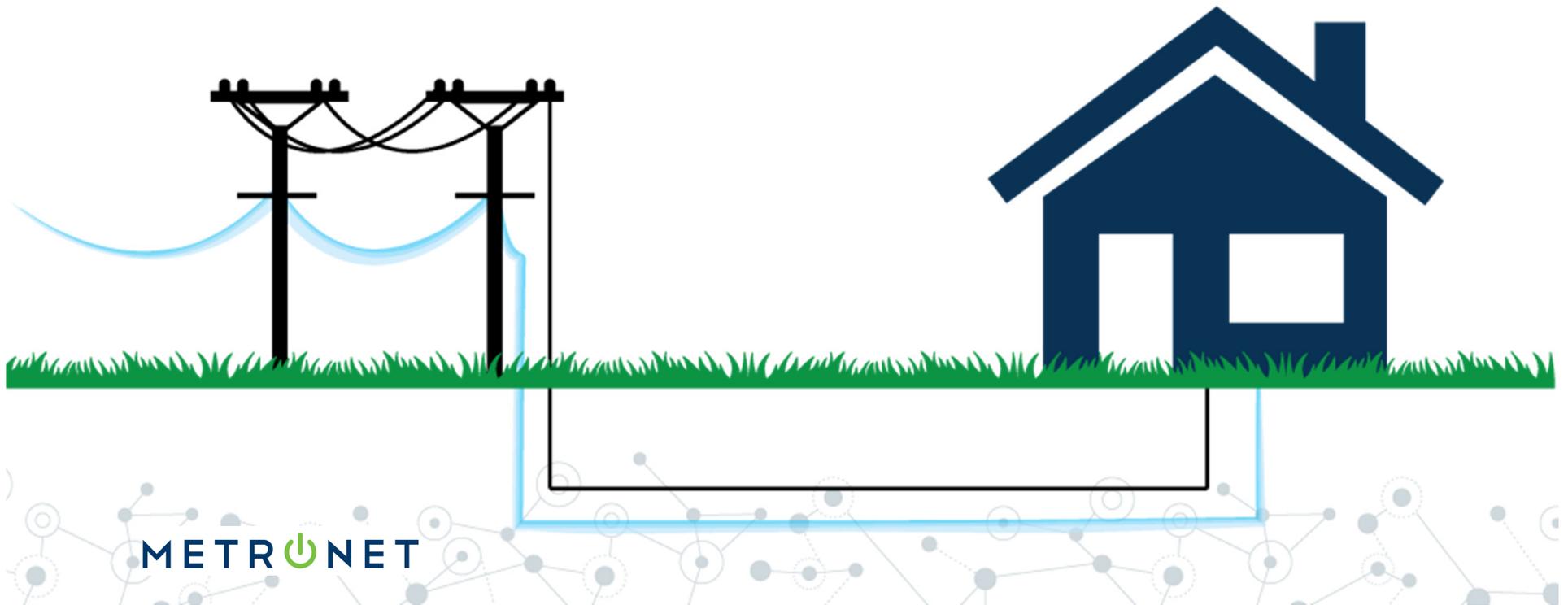
MetroNet Continues to Grow with 25+ Communities Established



MetroNet's

100% FIBER NETWORK

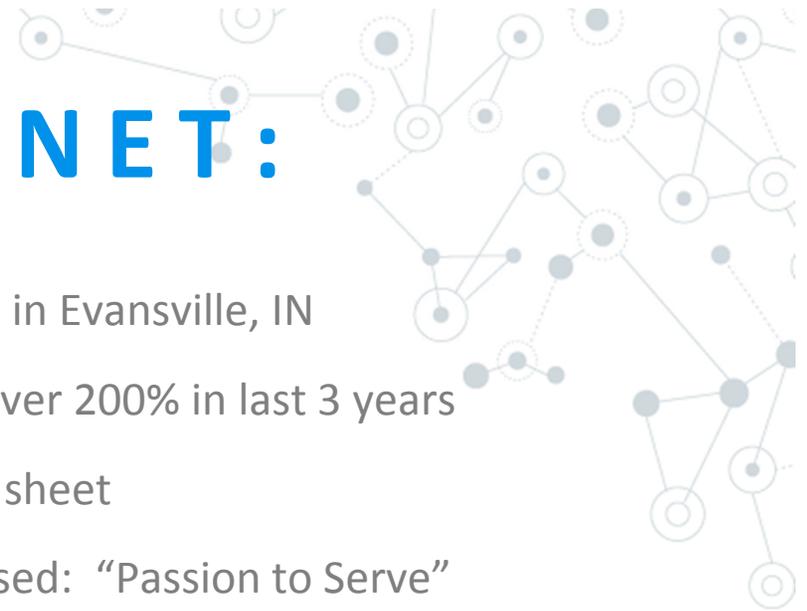
uses Fiber-to-the-home (FTTH) architecture to deliver fiber optic services directly to each home and business.



ABOUT METRONET:



- ◎ Headquartered in Evansville, IN
- ◎ Rapid growth over 200% in last 3 years
- ◎ Strong balance sheet
- ◎ Customer-focused: “Passion to Serve”
- ◎ Provider of fiber optic broadband - based voice, video and data services
- ◎ Fiber optic network
 - Coverage for more than 150,000 homes and businesses
 - 55,000 subscribers
 - Directly connected to each home and business using “next gen” fiber optic cable
 - Our communities are some of the first in the nation to receive access to a 100% fiber optic network



INDIANA & ILLINOIS GIGABIT COMMUNITIES

2005

Greencastle, IN

2007

Seymour, IN

2008

Vincennes, IN

2009

North Vernon, IN
Madison, IN

2010

Wabash, IN
North Manchester, IN
Huntington, IN
Connersville, IN
New Castle, IN

2011

Lebanon, IN
Ulen, IN

2012

Franklin, IN
Whiteland, IN
New Whiteland, IN

2013

Lafayette, IN
West Lafayette, IN
La Fontaine, IN

2014

Crawfordsville, IN

2014-15

Lafayette, IN
Roanoke, IN
Hanover, IN

2015

Greenwood, IN
Westfield, IN

2016

Plainfield, IL
Bloomington-Normal, IL
Romeoville, IL

2017

Montgomery, IL
Boulder Hill, IL
Oswego, IL



OUR APPROACH:



◎ **High Level of Customer Service**

◎ **Company Culture: “SERVING WITH PASSION”**

◎ **Local Presence – Retail Store**



○ Locally Hired Customer Service Representatives, Business Representatives and Service Technicians

○ Community Partner/Local Leadership



○ Local Community Involvement

○ Community events, school events, athletics & philanthropic sponsorships

◎ **Big Pipe – 1 Gig**



○ Best Technology Available

○ Attractive Pricing – “More for the Same”



RESIDENTIAL PRODUCTS: FIBER INTERNET

MetroNet's 100% fiber optic Internet delivers blazing-fast Internet speeds.

- Speeds from 100Mbps to 1 Gigabit
- Fiber Direct – Provides Purdue University students and professors living off campus with a direct 100Mbps/100Mbps connection to Purdue's network



RESIDENTIAL PRODUCTS: FIBER IPTV

With more data flowing through our 100% fiber optic connection, there is less TV compression which means a crystal-clear picture whether you're watching in HD or standard definition.

IPTV Features

- 240+ channels with 128 HD channels
- Additional Tiers: HD Elite, Sports Tier, Premium Channels (HBO, Cinemax, etc.)
- Smart Search & Fast Channel Change Technology
- WholeHome HD/DVR
- TV Everywhere
- QuickView
- Wireless Set-top boxes



RESIDENTIAL PRODUCTS: 100% FIBER PHONE

Crystal-clear, reliable Phone.

- 100% fiber phone service from MetroNet delivers crystal-clear, reliable quality
- 17 calling features and 1000 minutes of free domestic long distance



BUSINESS PRODUCTS:

◎ Hosted PBX

◎ PRI/MetroEthernet

- MetroNet's Fiber WAN offers a highly secure connection and the ability to connect to multiple worksites at various scalable bandwidths up to 10 Gig

◎ Cell Back Haul

◎ Next Gen Business Solutions Group

- Target medium-sized and enterprise customers





**CONSTRUCTION
COMMUNICATION**

CONSTRUCTION COMMUNICATION PLAN

Communication pieces put in place to alert residents that MetroNet will be coming into their neighborhood to start constructing our network.

- ⦿ Press release in newspaper about MetroNet coming to city
- ⦿ Email from willing HOAs with MetroNet Construction Expectations
- ⦿ Yard Markers
- ⦿ Large entrance & exit signs in each neighborhood
- ⦿ Locate Flags
- ⦿ Ambassadors providing information via social media outlets
- ⦿ City communication via social media, website, PEG channel, etc.

Each of these items point to MetroNet's construction website for more details and to better set expectations of the entire process. Residents can also submit questions or issues during the construction phase.



CONSTRUCTION COMMUNICATION WEBSITE

Resource for construction updates

- 🕒 Map of city build with each neighborhood's construction phase
- 🕒 Brief updates on construction plans

Resource for construction process and expectations

- 🕒 Details of construction phases including locates, when MetroNet crews begin their work, and restoration

METRONET CONSTRUCTION AREAS ASK QUESTIONS CONSTRUCTION PROCESS PRODUCTS TICKET LOOKUP

CONSTRUCTION AREA

CONSTRUCTION AREA: Greenwood, IN

Overall construction for Greenwood is 40% complete. Some areas on the western side of US HWY 31 have opened for service, and construction crews are continuing to open more areas in the coming weeks.

We are building the area's only 100% fiber optic network. After construction in your neighborhood is complete, you'll be able to enjoy Gigabit Internet, HD TV, and reliable phone.

Construction Question?

Have questions during our construction phase? Send us a message and we'll get back to you quickly!

[CONTACT US](#)

Click map to enlarge.

© Google Maps

LEGEND	
Green	CONSTRUCTION COMPLETE
Yellow	UNDER CONSTRUCTION
Blue	FUTURE CONSTRUCTION



CONSTRUCTION COMMUNICATION

METRONET

Fiber Optic Internet, TV and Phone

CONSTRUCTION NOTICE

**We're building the area's only
100% fiber optic network.**

You'll start to see our construction teams in the area.
Rest assured, the construction phase is temporary and
we'll do our best to minimize any impact to your property.

Questions? 1-877-386-3876

MetronetInc.com/construction

METRONET

Fiber Optic Internet, TV and Phone

CONSTRUCTION UNDERWAY

We're building the area's only 100% fiber optic network.

You'll start to see our construction teams in the area.
Rest assured, the construction phase is temporary and we'll do
our best to minimize any impact to your property.

metronetinc.com/construction



**Homes with fiber
connections of up to
1 Gigabit can see an**

INCREASE IN VALUE

**UP
TO 3%**

**Appraisers are being advised to evaluate a
home's access to broadband services as a
factor in determining its value.**

Source: University of Colorado and Carnegie



A decorative network diagram in the top-left corner, featuring a complex web of interconnected nodes and lines. Some nodes are highlighted with blue circles or dots, while others are grey. The lines are thin and grey, creating a mesh-like structure.

THANK YOU!

METRONET

Questions?

A decorative network diagram in the bottom-right corner, similar to the one in the top-left. It shows a network of nodes and lines, with several nodes highlighted in blue. The overall structure is a complex, interconnected web.