

Hey *Alexandria*,
nice to meet you!

We're Ting, and we're excited to be your next internet service provider.



ting



Who we are
What we are bringing
How we are bringing it



Who we are

Internet is our business



Our parent company, **Tucows**, based in Canada, was founded **with the goal of making the internet better**. Tucows offers domain registry and software service

1993



2015

ting launches in Charlottesville, VA
Our first **Ting** town!



2023

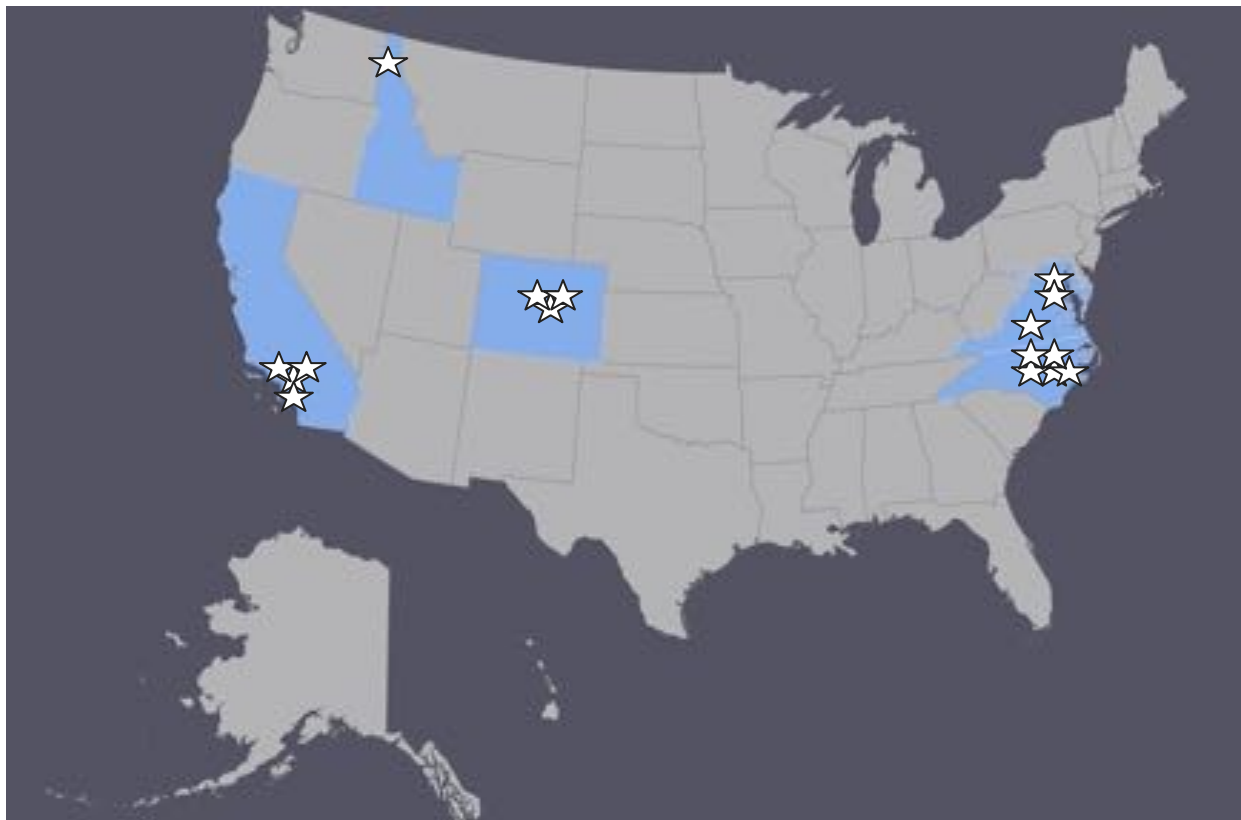


1400+ employees
16 US Ting Internet cities
8 US offices
\$304M 2021 revenue



Ting towns (16)

- Alexandria, VA
- Centennial, CO
- Charlottesville, VA
- Colorado Springs, CO
- Culver City, CA
- Encinitas, CA
- Fullerton, CA
- Fuquay-Varina, NC
- Holly Springs, NC
- Roaring Fork, CO
- Rolesville, NC
- Greater Sandpoint, ID
- Sanford, NC
- Solana Beach, CA
- Wake Forest, NC
- Westminster, MD

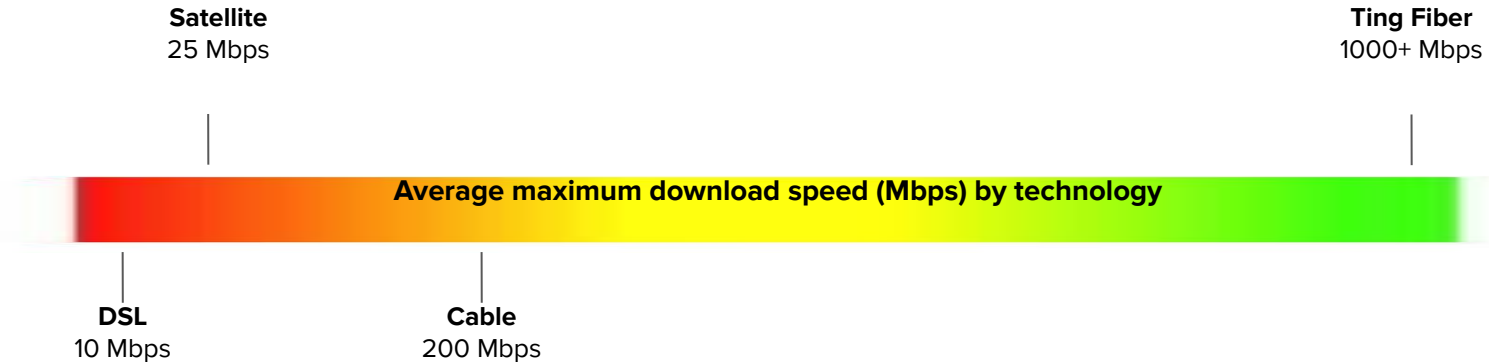




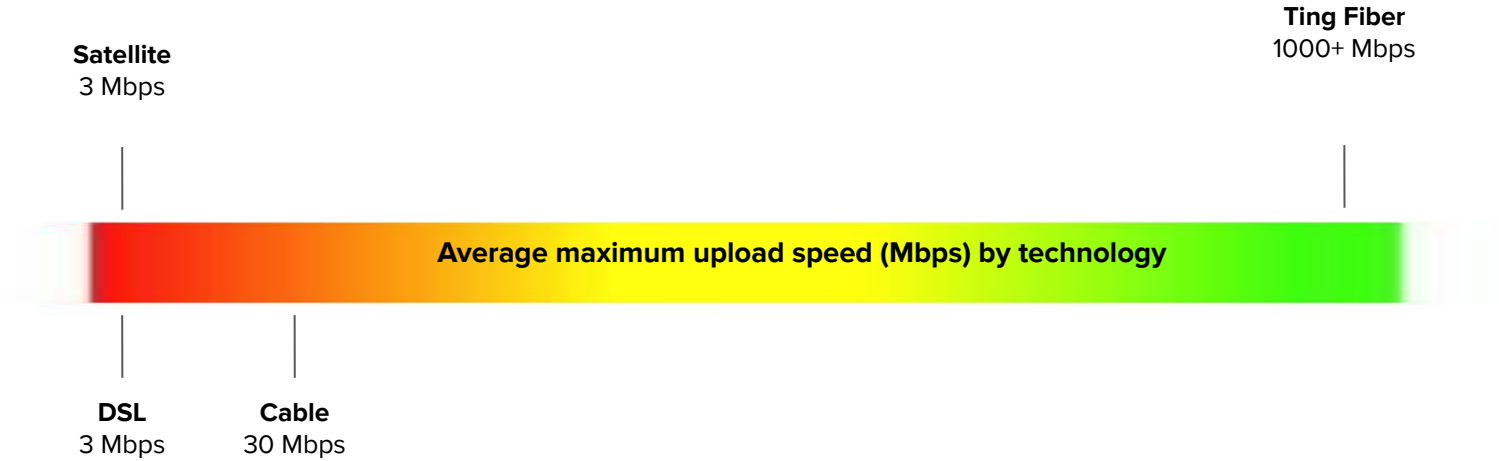
What are we bringing?

Multi-generational infrastructure (future-proofed)

- **Fiber-optic cable to every home**
- **Symmetrical** (upload and download) **gigabit speed**
- A superior option to phone DSL or cable internet



Average UPLOAD speed





How are we bringing it?

Microtrenching



What to expect from construction

Step 1

A utility marking service will mark the underground utilities (water, gas, electric, telecommunications and sewer lines).



Step 2

Contractors will provide a 48- hour notice for you to move your vehicle (if it is required).



Step 3

Next, a construction crew arrives and installs "hand holes" in the public right-of-way, covering them with a lid that is flush with the ground.



Step 4

Finally, fiber construction will happen in the public right-of-way. You will see construction crews again on your street, creating an underground path for fiber conduit.



Home Installation

- Fiber underground to your home (8-10" deep, 1/4" width cut)
1. Fiber runs to the NID (network interface device) on the side of your house;
 2. Fiber runs from the NID to the ONT (Optical Network Terminal) inside your house;
 3. Fiber runs from the ONT to your wireless router



Fast, reliable, Gigabit
Symmetrical
(future-proofed) Internet:
Fiber to the Home (FtH)

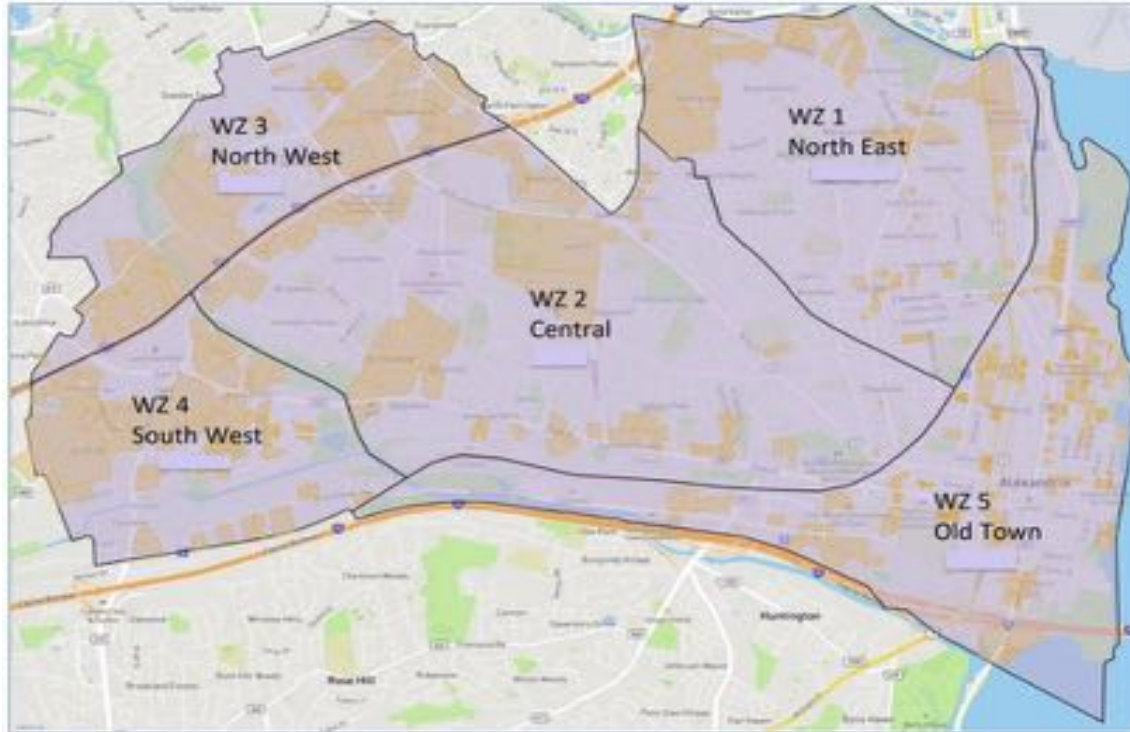
Network Interface Device (NID)



Optical Network Terminal (ONT)

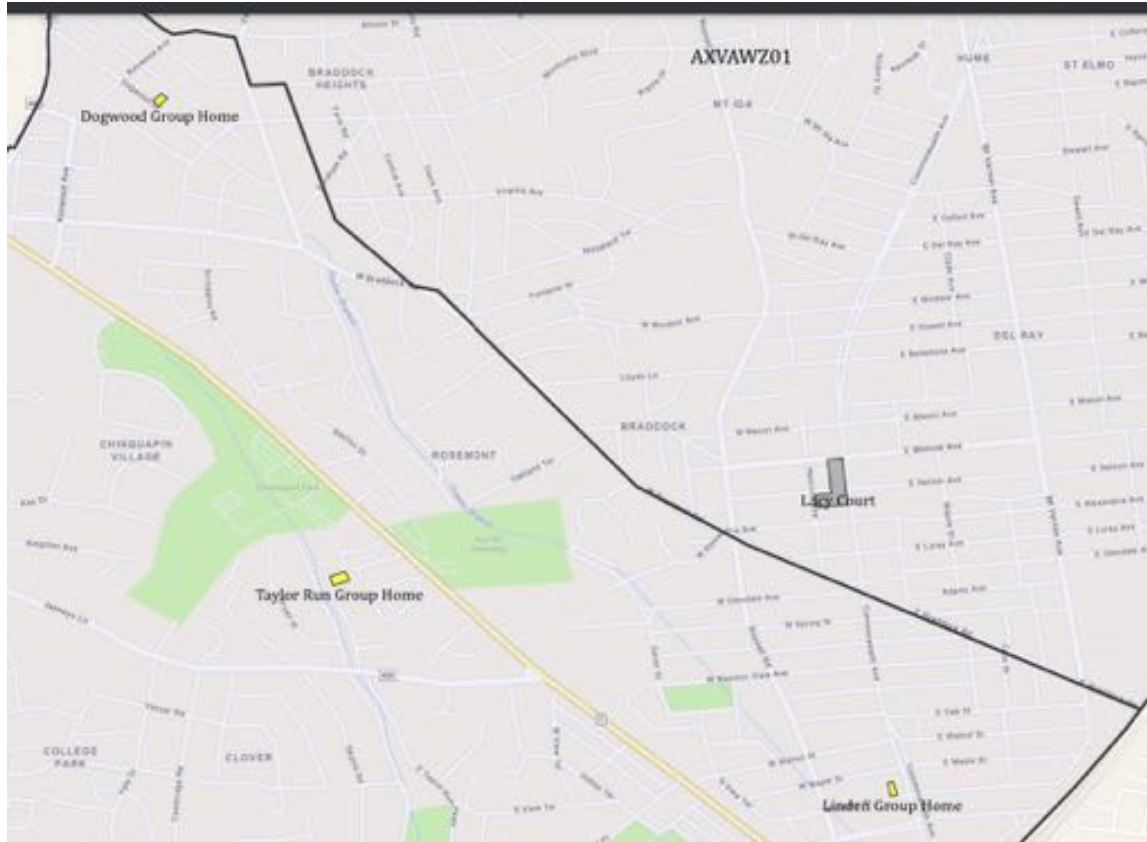


Zones



- 90,000 residential & commercial addresses
- 5 Build Zones
- September 19, 2022 → Construction started
- March 2023 → Activations started

Zones 1 to 2 border

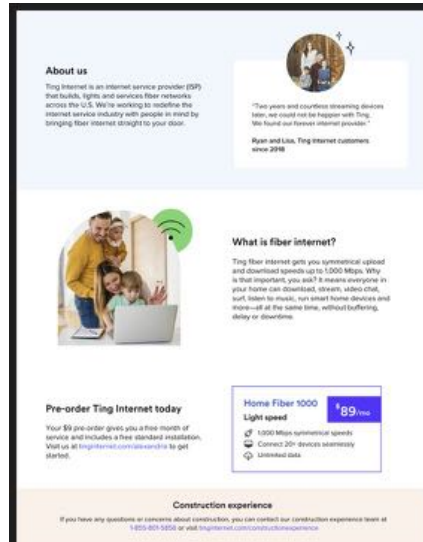


Construction Communication



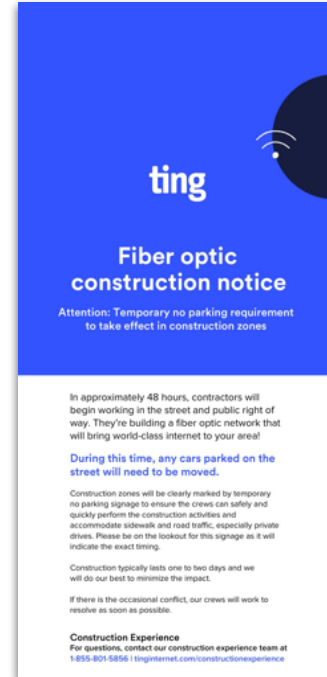
Construction Mailer

Mailed letter outlining the construction process, sent 14 days prior to construction starting in the residents neighborhood.



Construction door hanger

Door hanger left at the door of each residence or business alerting them of construction starting in 2-3 days and parking impacts



Timely Communication with the Community

What's new in Alexandria

We're bringing fast and reliable fiber internet to your neighbourhood.

[Latest updates](#)

Check your address on the map

Construction Status

- Fiber construction
- Under construction
- Service available

Map updated every 30 days.

Powered by Esri.

[Alexandria Updates](#)

Construction Experience Team

This dedicated support team is focused specifically on the construction experience during active construction. They are alerted immediately of your call or email, escalate and resolve any complaints that are received.

Dedicated phone support team:
1-855-801-5856

Online Form for complaints:
tinginternet.com/constructionexperience





The Unique TING
in what we bring



Fast, reliable, Gigabit
Symmetrical
(future-proofed) Internet:
Fiber to the Home (FttH)



Simple, honest
pricing:
No tricks



Outstanding customer
support:
Always human!



Dedicated to our
local community:
People centered

Simple Pricing

The price you see is the price you pay. Your bill won't start creeping up month over month. We don't play those games.

Home Gigabit

1000 mbps download speed ✓

1000 mbps upload speed ✓

Unlimited data ✓

\$89/mo

+ Start up costs

[Check your address](#)

Fiber for Business

Symmetrical Gigabit speeds ✓

SLA backed ✓

Enterprise level support ✓

Customized

For your business needs

[See our plans](#)

Simple Pricing- Ting Mobile- \$10/month

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[Go to Ting Internet](#)

Get Ting Mobile for only \$10/month

Exclusively for Ting Internet customers

Get unlimited talk, text and data with nationwide coverage

Call 1-800-228-1757 to order mobile



If you're a Ting Internet customer (residential or business) or have pre-ordered Ting Internet, you qualify for this offer. To activate your offer or find out more, call our support team at [1-800-228-1757](tel:1-800-228-1757).

<https://internet.ting.com/mobile-offer>

Outstanding Customer Service

Hands on

- Dedicated/Centralized Customer Service team called [Customer Experience](#)
- Constant metric review of performance (1-100 scale – 93% approval level)



Local Community Commitments



Sponsorship of local events,



Free Service to Housing Authority
Affordable Housing Units
+service to local nonprofits
+ digital literacy groups +



Wi-Fi in Publicly
Parks & Farmers Markets

Sponsoring Local Events

Sponsorships



Old Town Alexandria Christmas Market and Holiday Craft Show

December 9 @ 11:00 am - 4:00 pm



Supporting Local Businesses



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Partnering for Digital Equity



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Partnering with the City of Alexandria to bring free symmetrical Gigabit service :

- Select city parks & farmers markets
- Select non-profits serving Alexandria
- Via ACP
 - Including to City selected affordable housing units

Partnering with Computer Core for Digital Training



**Helping to Close
the Digital Divide**



Affordable Connectivity Program (ACP)



Free Home Gigabit Plan

ACP-eligible customers get the fastest speed available at their address for \$0/mo after applying ACP credits.

\$0/mo

\$30 monthly fee - \$30/mo ACP credits



Eero router rental (1 unit)

ACP customer can rent a single Eero unit for \$0/mo. Delivers a great internet experience, along with additional tools for Ting CS.

\$0/mo

Single unit, rental

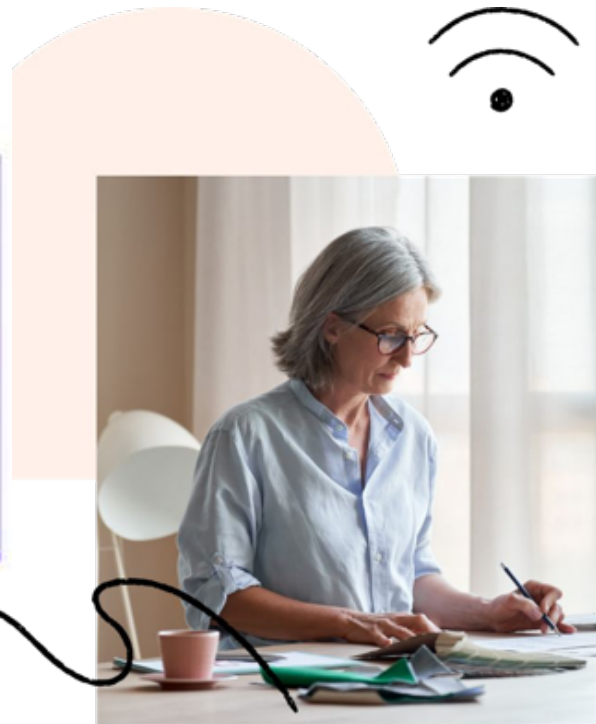


Lenovo Tab M8 HD tablet

Optional add-on for ACP-eligible customers with credit cards. Allows customers to utilize \$100 one-time device benefit.

\$20 one-time

Plus tax on retail price



Q&A

Can I use my Modem?: We place an ONT(Optical Network Device) inside the home and use this for your modem. There won't be any rental fee or charge for using our ONT. Your router is connected to this ONT (or one leased from us)

How do you connect the ONT to my router? We connect the routers through a 10' CAT6 ethernet cable. Note: we only provide 10' length.

What kind of router can I use? Any router is compatible with our ONT as long as it's not a 2-in-1 (modem & router combo) and is at least a model 3.1 (so it can handle a Gig)

Will my existing Internal house Wiring be compatible? Cat5 is compatible with our equipment but won't provide the full 1Gb speeds. You will need CAT5e or better.

How is the fiber put in my yard? We hand dig with a shovel to bury the conduit 1/4" wide/8-10" deep in your yard. In some cases, we will need to bore underneath the driveway but unfortunately I don't have a picture of the equipment used.

Will my AT&T phone be compatible with TING's \$10 mobile plan. If your phone has a removable SIM card, your phone is portable. U.S. made i-Phone 14s are not compatible because they use an e-SIM card; reach out to a Ting Mobile "specialist" to confirm.

Contact & Resources

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Ting.com

<https://ting.com/internet/town/alexandria>



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