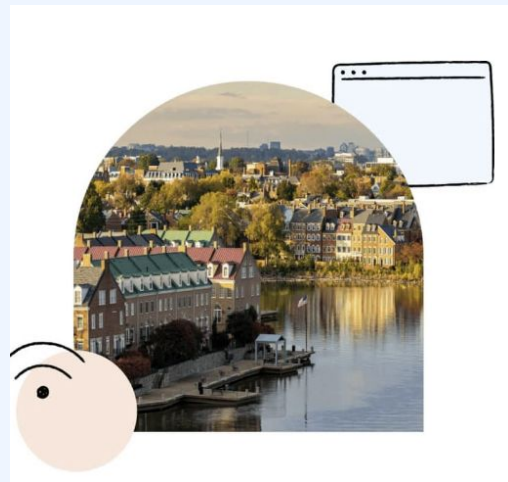
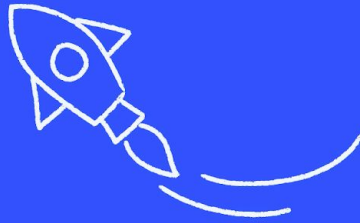


Hey *Alexandria*, nice to meet you!

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!

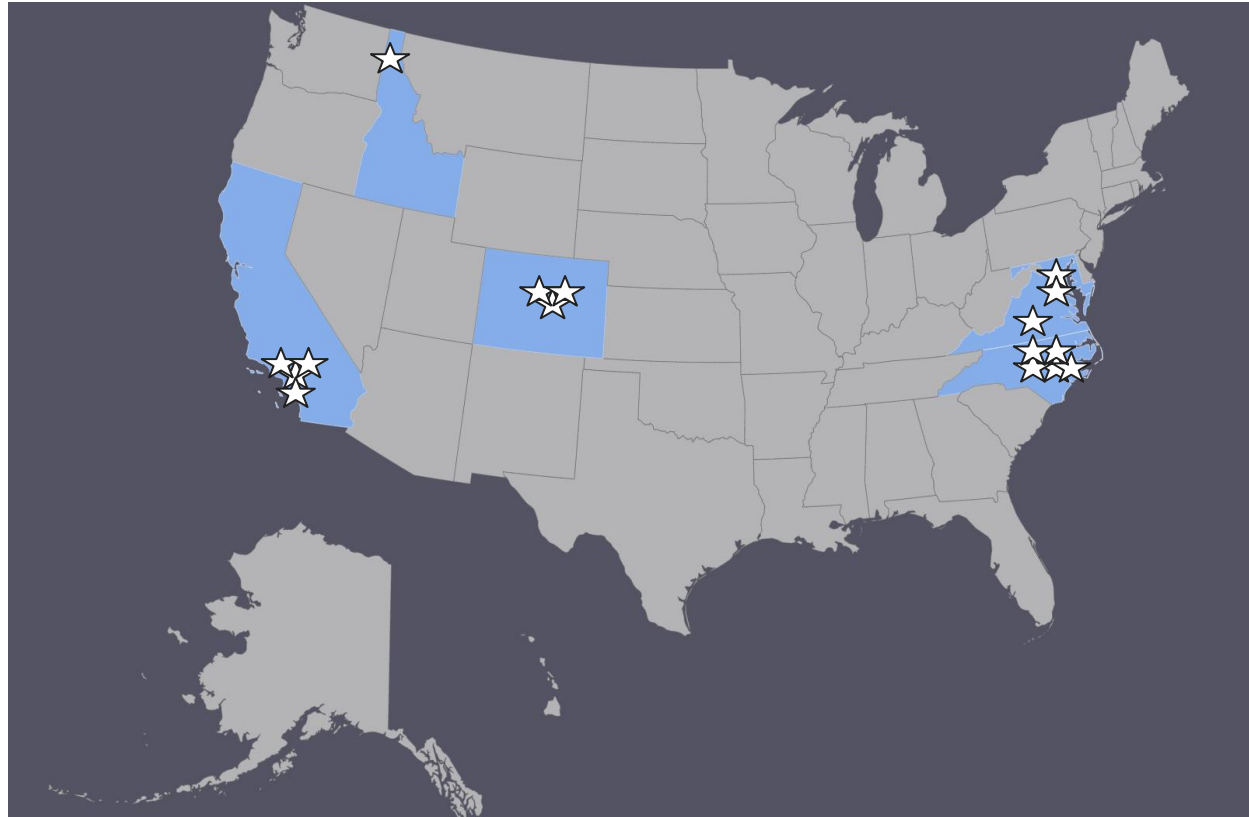


1400+ employees
16 US Ting Internet cities
8 US offices
\$304M 2021 revenue

2023

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

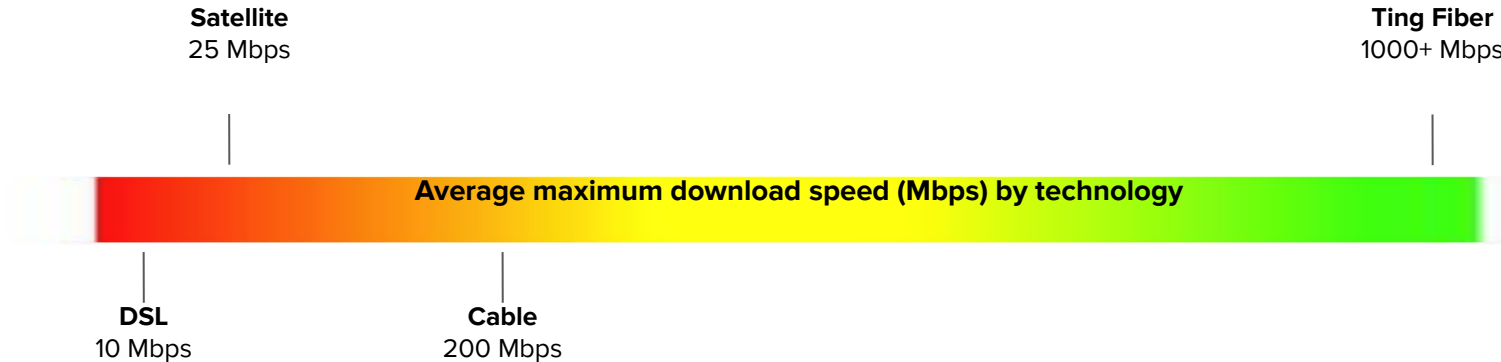




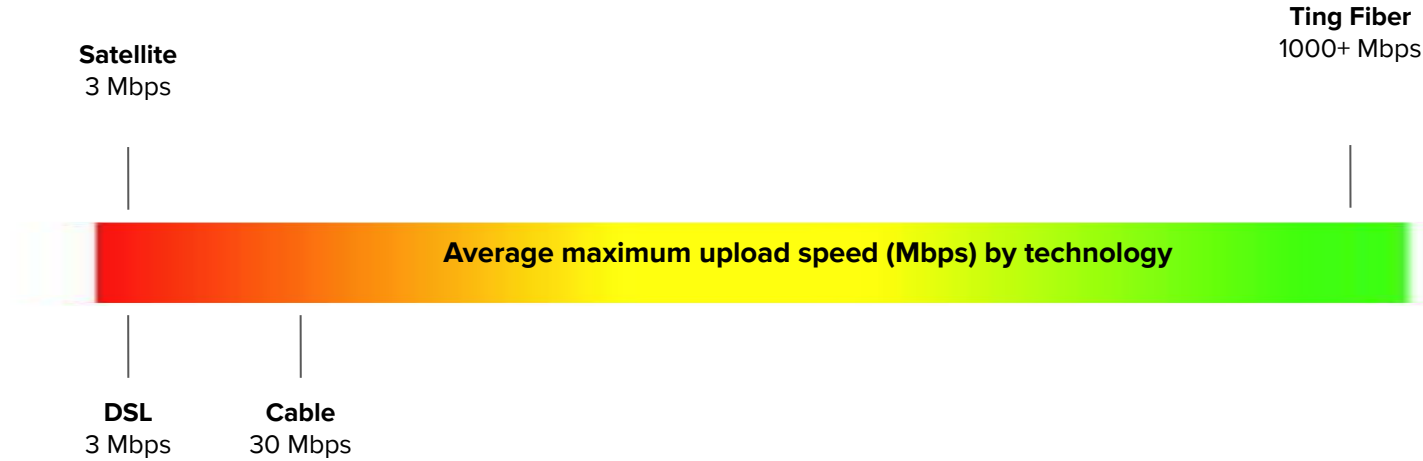
What are we bringing?

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



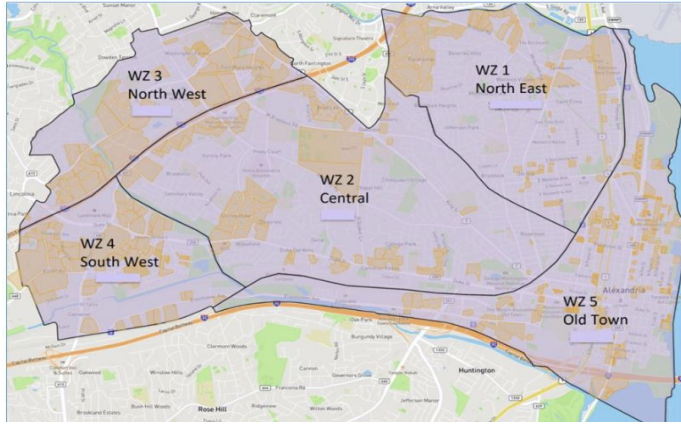


**How & where
are we bringing it?**

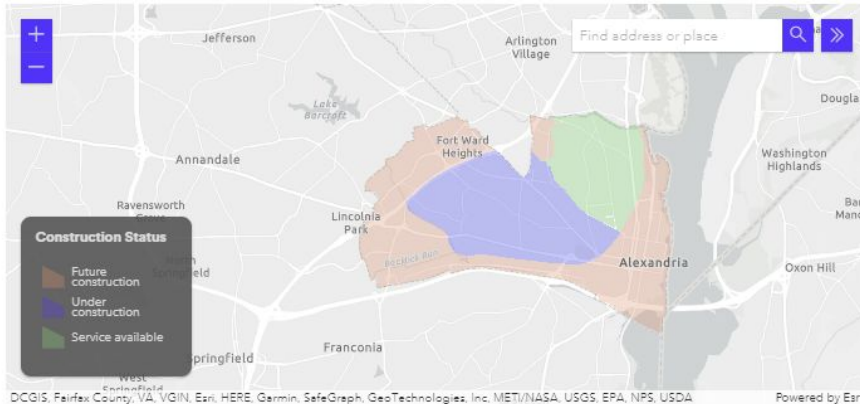
Microtrenching



Zones



- 90,000 residential & commercial addresses
- 5 Build Zones
- September 19, 2022 → Construction started
- March 2023 → Activations started
- **WorkZone2 East- mid-October**
- [Alexandria Updates](#)



What to expect from construction

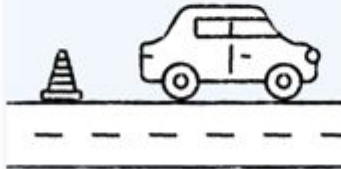
Step 1

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

We install handholes and then cover them with a lid that is flush with the ground.



Step 4

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



When? Construction Communication

ting

Construction is starting

Light-speed fiber internet is coming to your neighborhood!
Join the waitlist today at [ting.com/\[townname\]](http://ting.com/[townname])

What to expect from construction

Step 1	Step 2	Step 3	Step 4
A utility marking service will mark the underground utilities (water, gas, electric, telecommunications and sewer lines).	Contractors will provide a 48 hour notice for you to move your vehicle if it is required.	We install handholes and then cover them with a lid that is flush with the ground.	Fiber construction will happen in the public right-of-way. You will see construction crews on your street creating an underground path for fiber conduit.*

*Once all conduits in your neighborhood are installed and tested our contractors will do a final road surface restoration with asphalt paving within 3-4 weeks.

To learn more about our construction process, visit us at [tinginternet.com/\[townnameupdates\]](http://tinginternet.com/[townnameupdates])

Construction Mailer

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

About us

Ting Internet is an internet service provider (ISP) that builds, lights and services fiber networks across the U.S. We're working to redefine the internet service industry with people in mind by bringing fiber internet straight to your door.

"Two years and countless streaming devices later, we could not be happier with Ting. We found our forever internet provider."
Ryan and Lisa, Ting Internet customers since 2018

What is fiber internet?

Ting fiber internet gets you symmetrical upload and download speeds up to 1,000 Mbps. Why is that important, you ask? It means everyone in your home can download, stream, video chat, surf, listen to music, run smart home devices and more—all at the same time, without buffering, delay or downtime.

Pre-order Ting Internet today

Your \$9 pre-order gives you a free month of service and includes a free standard installation. Visit us at tinginternet.com/alexandria to get started.

Home Fiber 1000 **\$89/mo**

- ✓ 1,000 Mbps symmetrical speeds
- ✓ Connect 20+ devices seamlessly
- ✓ Unlimited data

Construction experience

If you have any questions or concerns about construction, you can contact our construction experience team at 1.855.401.5856 or visit tinginternet.com/constructionexperience

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

ting

Fiber optic construction notice

Attention: Temporary no parking requirement to take effect in construction zones

In the coming days, contractors will begin working in the street and public right of way. They're building a fiber optic network that will bring world-class internet to your area!

During this time, you will be notified if any cars parked on the street will need to be moved.*

Construction zones will be clearly marked by temporary no parking signage. Please be on the lookout for this signage as it will indicate the exact timing, recognizing weather delays occur. Sidewalk and road traffic will be impacted while contractors work.

*Construction will occur without no parking signage on portions of streets where on street parking is not allowed. Construction typically lasts one or two days at a time, and will occur in phases.

Please Note: As part of the infrastructure build, Ting will place hand holes in the public right of way.

Please see the image on the back for a visual of this placement.

Want fast fiber internet?

Pre-order today at ting.com/alexandria and get a free month of service!

Step 3



ting

ting

Fiber optic construction notice

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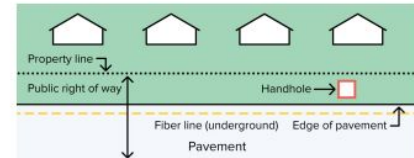


Want fast fiber internet?

Pre-order today at ting.com/alexandria and get a free month of service!

ting

Where is the right of way?



What is a hand hole?

A hand hole is a utility access point installed for fiber serviceability. It is a box that is placed underground, may be up to 24x36 inches, and will have a lid that sits flush to the ground. The lid looks like the access hatch you might find in a lawn irrigation system.

Where will Ting's hand hole be placed near your home?

In the public right of way, typically between the edge of pavement and the property line. (Ting is not permitted to install any infrastructure within private property without permission from the private property owner prior to installation of their infrastructure.)

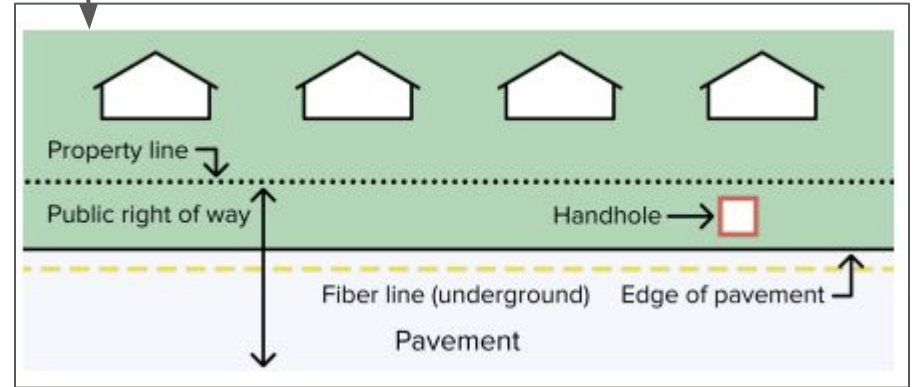
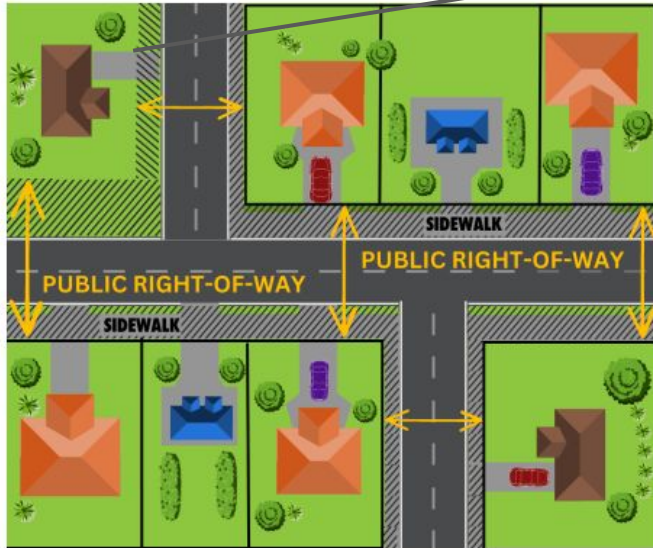
Construction Experience

For questions, contact our construction experience team at 1-855-801-5856 | tinginternet.com/constructionexperience

Let's get connected



Public Right of Way



What to expect from construction

“Pot-holing”
before the saw,
verifies utility
location & depth

Step 4

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



Temporary Fill

<2 weeks>

Final Sealant

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



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)



Simple Pricing

(No Contract) [Alexandria Updates](#)

ALX PARTY

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



[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

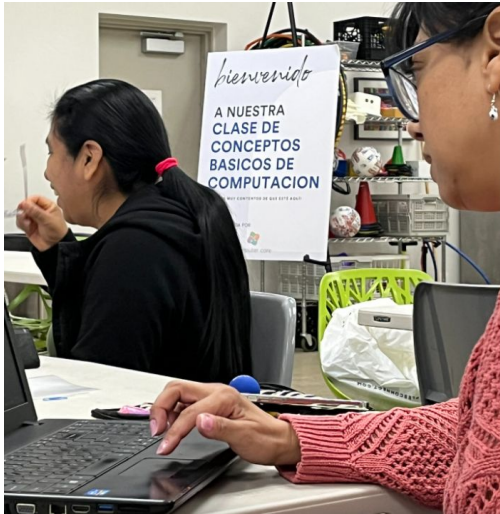
[Call 1-800-228-1757 to order mobile](#)



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>

Partnering for Digital Equity



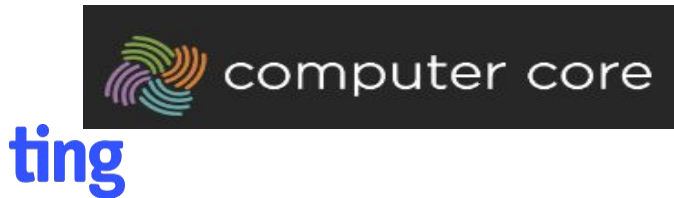
Partnering with the City of Alexandria to bring free symmetrical Gigabit service :

- 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



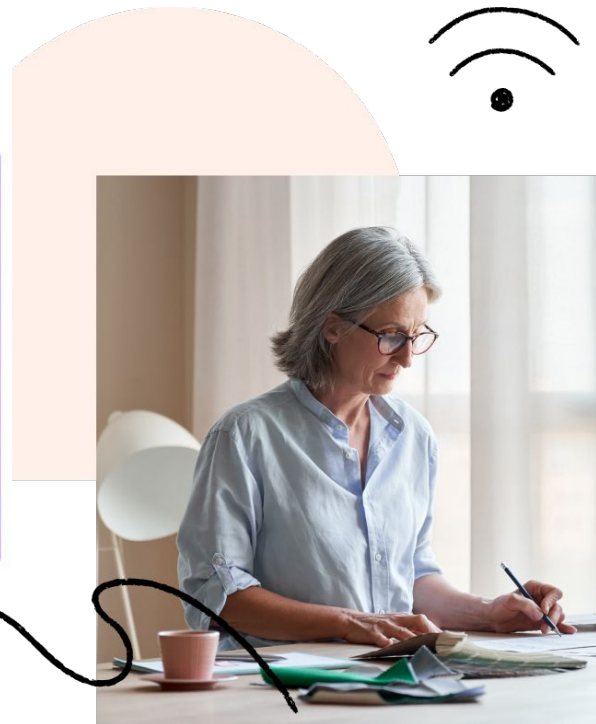
Lenovo Tab M8 HD tablet

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

<https://internet.ting.com/alexandriaacp>



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

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 iPhone 14s are not compatible because they use an e-SIM card; reach out to a Ting Mobile "specialist" to confirm.



Josh Merritt

Service Supervisor

Contact & Resources

Catharine Rice
Community Engagement &
Public Affairs Manager
Alexandria, VA
CatharineR@ting.com

Ting.com

<https://ting.com/city/alexandria-va>



Sponsoring Local Events

Sponsorships



Supporting Local Businesses

