

Let's Get Michigan in The Top 10!

Highline is determined to help Michigan become a top 10 state for internet connectivity!

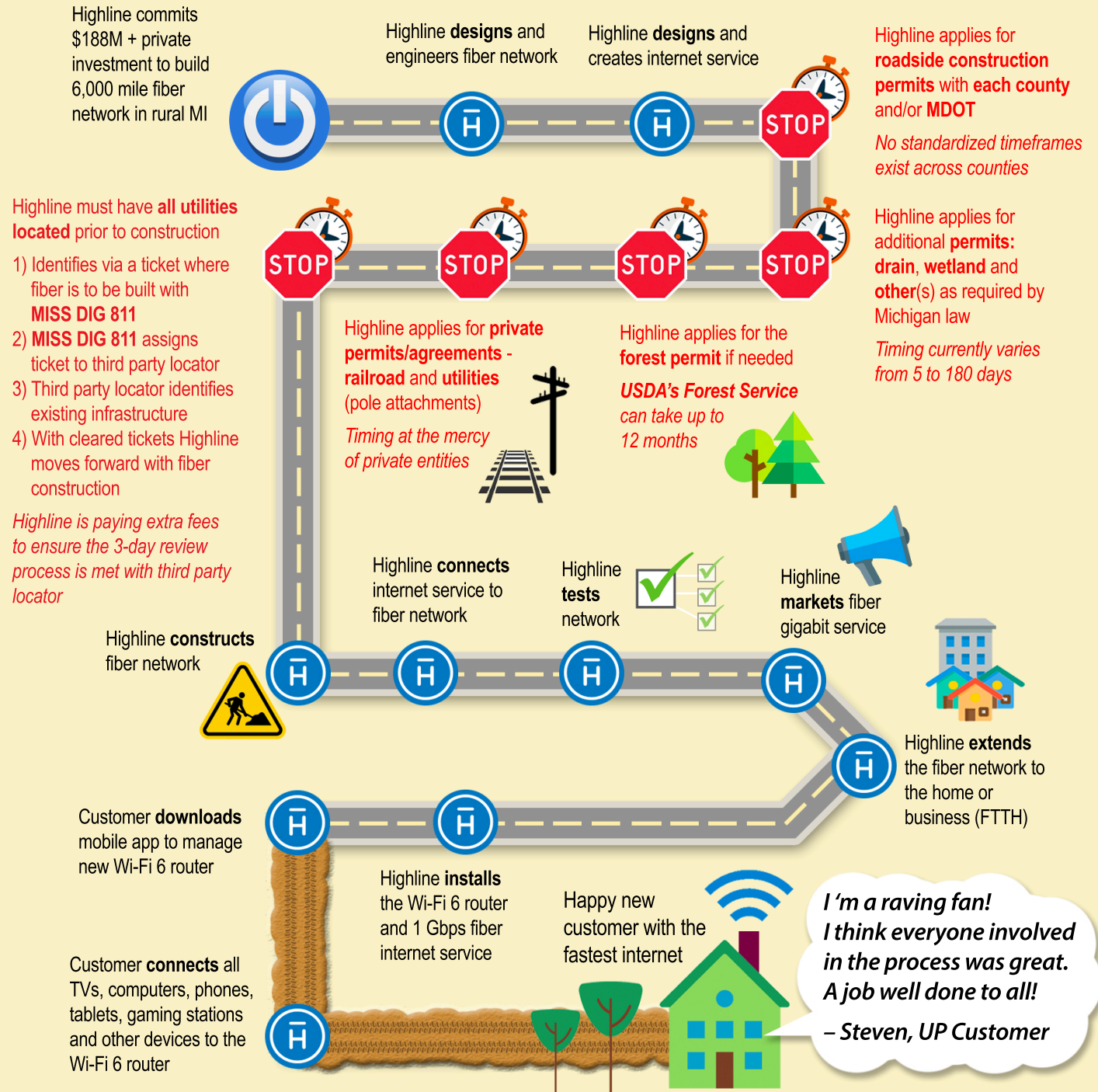
Michigan ranks only **24th in the nation** for internet speed

(according to Speedtest® by Ookla®), as of Q2 2023.



Proprietary-Not for Distribution
Property of Highline and Plus One

Fiber Internet Road Map



Highline Q & A

Q. What entity selected the homes to be covered in the Highline fiber internet build?

A. Highline's service locations were determined by the Federal Communications Commission (FCC). In July 2021, Highline learned there are many locations that should have been included in the FCC's requirements of our network build. Our solution is to extend our network with our private investment dollars or future grant dollars (<https://www.fcc.gov/auction/904/>). Highline is aware locations around Dinner Lake, Duck Lake, Birch Lake and Allen Lake are excluded from our current project as determined by the FCC and we're looking at all options to extend our network to these locations.

Q. How do I find out if my house is serviceable by Highline?

A. Enter your address at highlinefast.com or call 888-212-0054.

Q. How does Highline bill for the internet service?

A. Highline requires a credit card for the monthly charges and one-time installation fee.

Q. What if my address is not correct on Google Maps?

A. Highline primarily works with County e911 data as the source for address accuracy. If there is a discrepancy, we urge you to contact us to insure we have the correct address.

Q. When I sign up for Highline internet what do I receive?

A. Gigabit internet service. The fiber connected directly to your home offers speeds of up to 1 or 2 gigabit per second (Gbps). 1 gigabit is equal to 1,000 megabits. For context, the national average internet speed is just over 119 Mbps, which makes our gigabit internet service nearly 10 to 20 times faster. Highline also includes a new WiFi 6 router, a free app to monitor home network security and parental controls and unlimited data. We never throttle your service based on customer use!

Q. What does the installation process look like for a new customer?

A. The first step is for Highline to bury the drop from the roadside green pedestal to your home. A network interface box will be installed on the side of your home. A dedicated fiber is then spliced at the pedestal and at the box attached to your home. The fiber is then pulled through your home and connected to an Optical Network Terminal (ONT). From the ONT we connect the new Highline provided router. The Highline tech will then assist with connecting all of your TVs, computers, cell phones and any other devices to the router.

Q. Do I need to be home when the installer is at my property?

A. No, not for the drop bury portion of our installation. We'll call you for approval prior to starting the drop installation. We do require someone to be home when we're installing the in-home technology.

Q. How reliable is a fiber connection?

A. Because our fiber optic cable is buried, it is not susceptible to weather. Highline also taken has redundant connectivity in and out of the UP to protect against a potential network issue that would impact your service. All of our core technology has battery backup to sustain a local power outage. If a section of our local fiber were to be damaged or cut, this could cause and outage and Highline is prepared to respond to fix the fiber and restore service.

Q. When will you complete the internet build in our area?

A. We plan to begin the Watersmeet network construction in June. We are working with the Gogebic County Road Commission, the US Forestry Department and other entities to obtain the necessary Right of Way Road permits. With permits in hand, we will begin construction of the 116 miles of fiber in the Watersmeet area serving 1,071 homes.

Q. When will the service be turned on?

A. With so many variables, we don't want to over promise and under deliver (again). We are currently on track to turn up service by burying fiber to customer homes this summer during mainline construction.

Q Will Highline go live as it's being installed, or will it be all at once across the township?

A. Phase one of our build will be the Cisco Lake, Thousand Island Lake and Lindsley Lake area. We will publish updates on progress through the summer.

Q. What qualifies as a long driveway?

A. Highline's standard installation fee is \$200. Our average drop length is 600 ft and up to 2,000 ft and is included in our standard installation fee. Exceptions will be evaluated on a case-by-case basis.

Q. What are the advantages/disadvantages between other services?

A. **Telephone DSL** – 4 Mbps to 25 Mbps slow connections served by old and unreliable copper wire.

Star Link – Expensive upfront cost and self-installation. Speed and latency not comparable to fiber.

HughesNet – Effected by weather; speed ad latency not comparable to fiber.

ViaSat – Effected by weather; speed ad latency not comparable to fiber.

NMU Wireless – slow speed, mounted on roof and effected by weather.

Cellular hotspot – expensive and unreliable.