



summit
BROADBAND

*Made To
Connect*

On Top of the World | Clearwater

Bulk Data and Video Services | 04.07.2022



Agenda

Let's explore who we are, what we do and how we can help.

01. **Summit at a Glance**

Our mission. Our team. Our investment. Our commitment to you.

02. **Technology and Services**

Internet. Phone. TV.

03. **Proposal**

Our offering.

04. **Customer Experience**

Project launch and customer support.

05. **Construction**

Project timeline.



Summit at a Glance

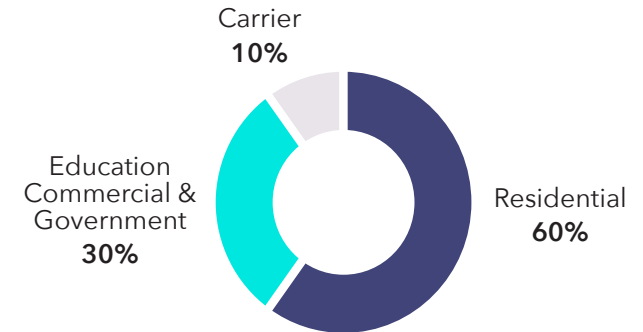
About Us



Summit at a Glance

- Premier broadband triple play provider to residential and commercial customers in Central and Western Florida
- ~2.7 route miles of fiber serving ~60k households, 256 HOAs, and ~2k commercial customers
- Robust data, voice and video offerings with expertise in education, hospitality, healthcare, HOAs and telecom customers
- Employs ~200 highly skilled IT professionals, led by a senior team with 120+ years of combined telecom experience
- ~\$70mn of Capex invested in our network and products in the last 2 years, driving a 99.999%+ network availability

Revenue Mix



Future-Forward Ownership

1994

Began operations as
Orlando Telephone
Company

2013

Cable Bahamas
acquires Summit
Broadband

Gains presence in CFL &
SWFL

2018

Summit Broadband
acquires fiber assets
from City of Leesburg
and Lifestream

Expands fiber network in CFL &
SWFL

Q1 2020

Grain Management
acquires Summit
Broadband

Infuses significant \$\$\$ into
fiber network

Q3 2020

Summit Broadband
agrees to partner
with City of
Lakeland

Grows footprint across
CFL

Q4 2020

Summit Broadband
acquires fiber network in
Tampa/St. Petersburg
area

Continues growth across
Florida



Summit Broadband Leadership



KEVIN COYNE

Chief Executive Officer (CEO)



DAN HAKKER

Chief Revenue Officer (CRO)



MARK RANKIN

Chief Financial Officer (CFO)



FLORENCIO BULANHAGUI

SVP, Engineering



GENO FLORI

SVP, Operations



RANDALL COVARD

VP, Legal & People Operations



DAVID TULK

VP, Information Technology



Summit Board and Selected Grain Management Leadership



David Grain
Founder, CEO, Managing Director



Michael McKenzie
Managing Director



Raghav Nayar
Principal

Grain Management Portfolio



Leading triple-play
provider in Central
and Southwest Florida



Leading fiber provider in
southern Oregon and
northern California



Leading fiber platform
serving Arkansas
and West Tennessee



Nebraska's largest
independent telecom / cable
provider



St. Louis, MO-headquartered fiber
provider to carriers and enterprises
*Owned by GPC



K-12 private fiber provider
covering 23 states across the U.S.



Fiber provider to residents and
enterprises in southeastern Indiana
*Owned by GPC



NewLevel, LLC

Portfolio of AWS-1 and 600 MHz spectrum
6 licenses in FL, incl. Tampa, Sarasota,
Jacksonville, Tallahassee, Orlando and Cape Coral

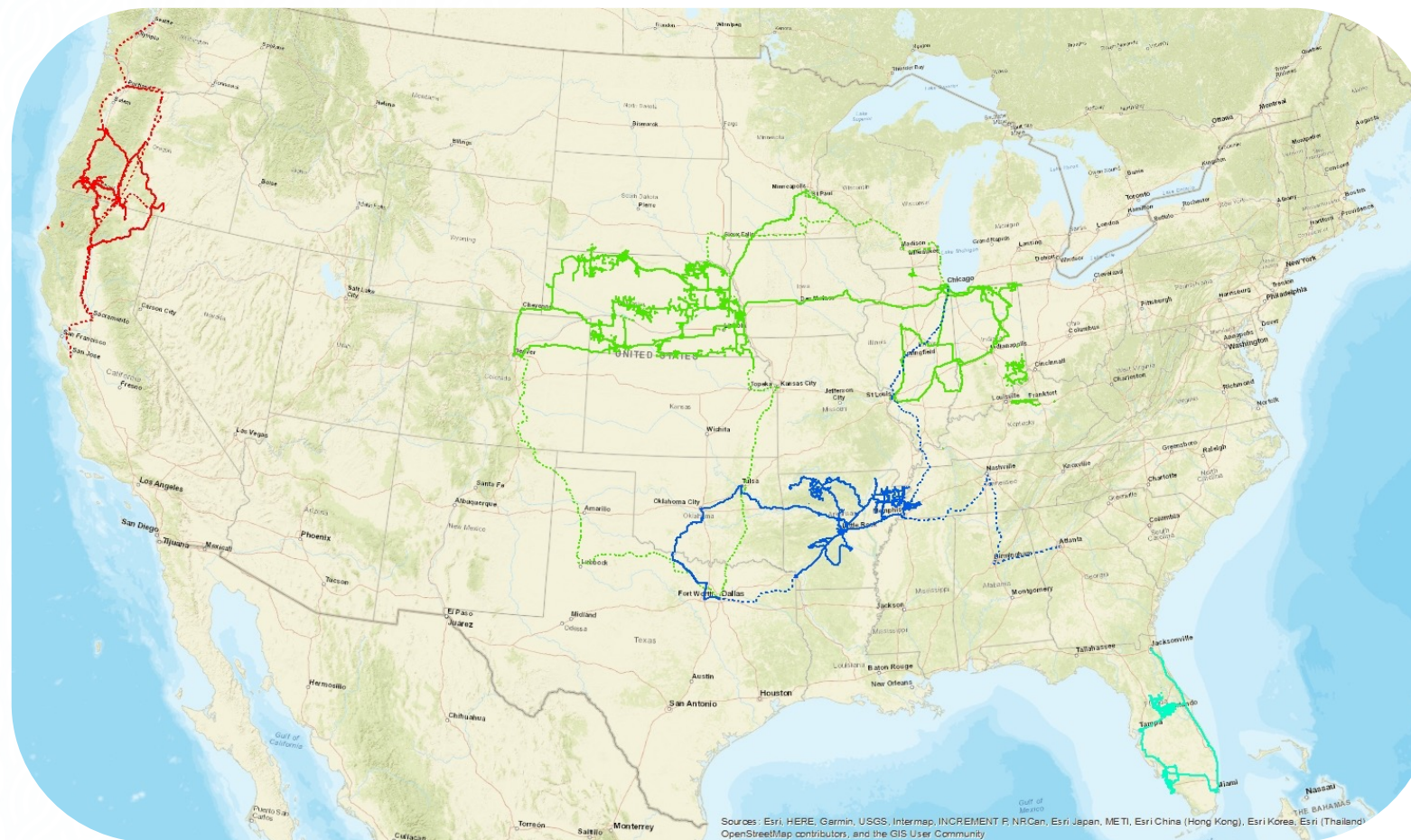


CE WORKFORCE

Preferred T-Mobile wireless retailer in
the South / Midwest of the U.S.



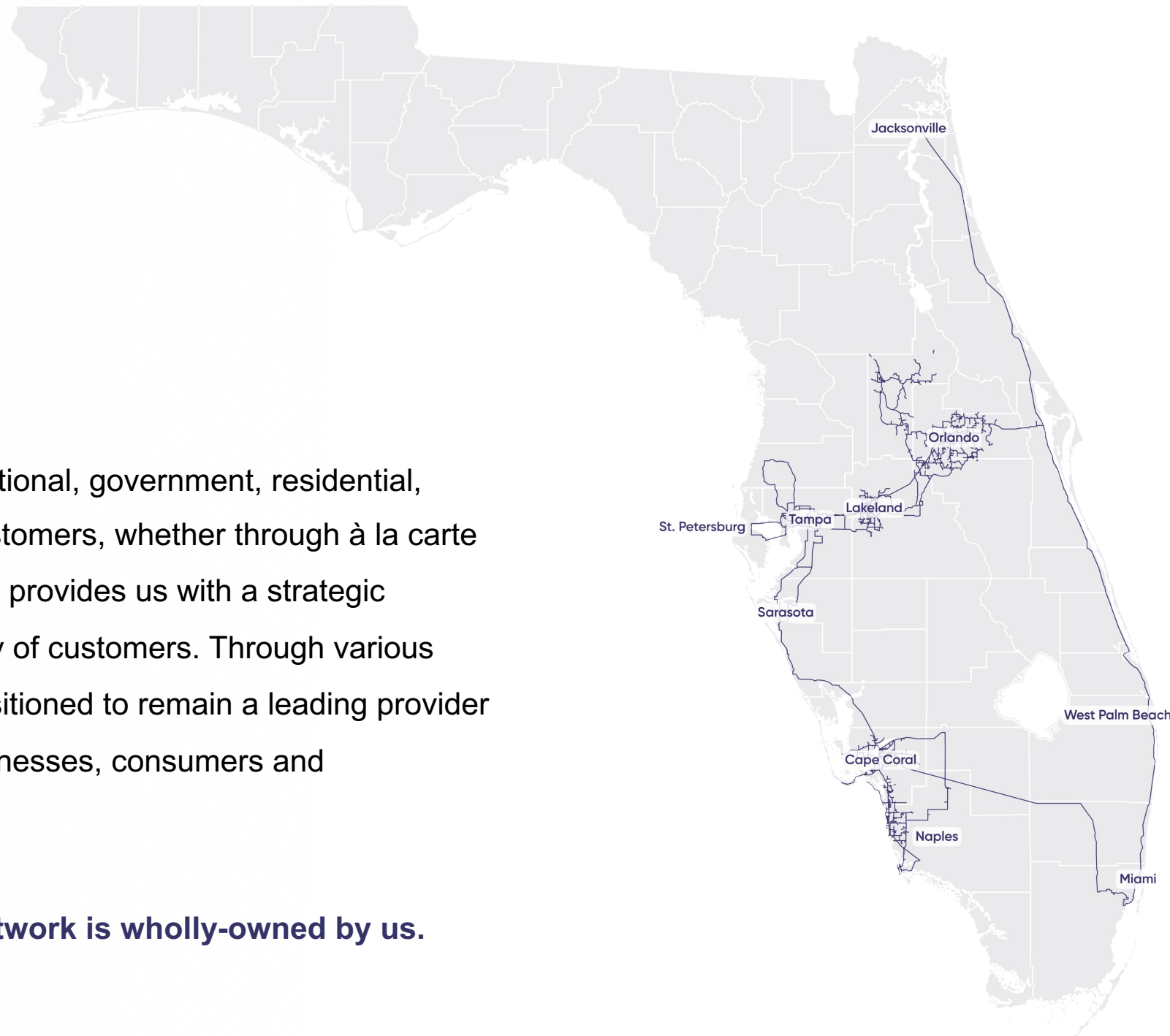
National Network Presence



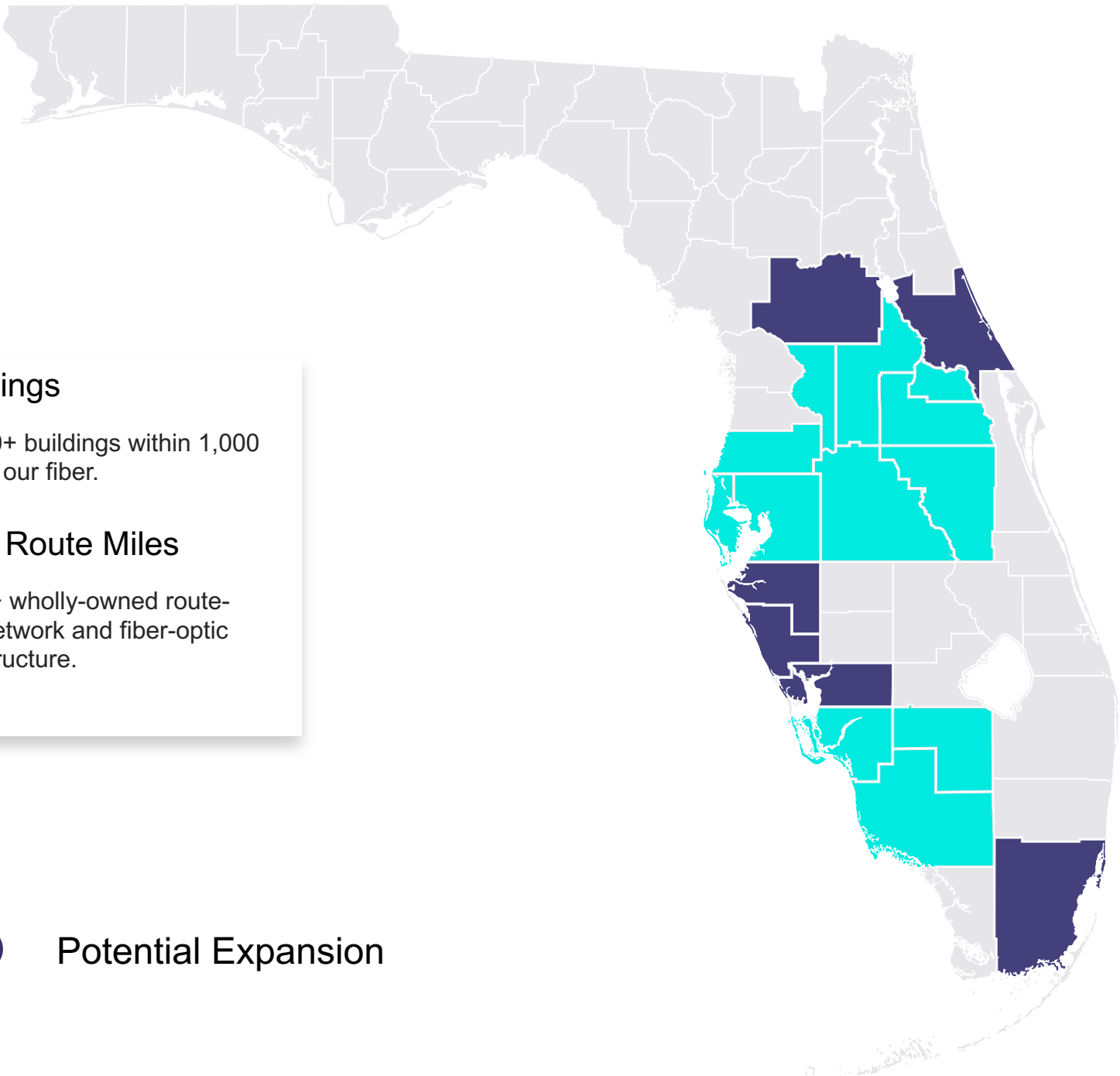
Fiber-focused. Florida-based.

Our flexibility to cater to educational, government, residential, commercial and wholesale customers, whether through à la carte offerings or bespoke solutions, provides us with a strategic advantage for serving a variety of customers. Through various avenues of growth, we are positioned to remain a leading provider to Florida school districts, businesses, consumers and municipalities into the future.

Additionally, 100% of our network is wholly-owned by us.



Market Coverage



Infrastructure

Towers

5,000+ towers within 1,000 - feet of our fiber.

Coverage

Central and Southwest Florida with planned expansion into Jacksonville.

Buildings

18,000+ buildings within 1,000 feet of our fiber.

Total Route Miles

2,700+ wholly-owned route-mile network and fiber-optic infrastructure.

-  Current Network
-  Potential Expansion



Who We Serve



What They Say

”

“Being one of the Summit installations in Lake County, we experienced the usual (and expected) issues with something as physically challenging and technologically dependent as such a system, including extending fiber-optic into our area throughout our community. Most important to us is Summit’s ability to respond to these challenges and their continued efforts to improve service and content, meeting with our management and communicating to residents. Our experience with Summit Broadband and their contact personnel is excellent and we would recommend them.”

Residential | Lakes of Mount Dora POA

“We are very pleased with the service and partnership with Summit Broadband. The service has been exemplary. We look forward to a great partnership now and well into the future.”

Commercial | Lake County Schools

“I am writing this as a recommendation to anyone considering choosing Summit as their broadband service provider... As our community, Spanish Wells, researched four different providers of broadband services, Summit was selected... The installation of the fiber exceeded our expectations. Service calls have fallen dramatically from our previous provider. Repeat visits for service interruptions have also declined making overall customer satisfaction the highest it has ever been.”

Residential | Spanish Wells Community Association

“Excellent customer service! Our service tech Derrick was awesome!... He was very patient to explain his findings and explained what he adjusted today and a service issue he found outside at our connection point. He went above and beyond to ensure all concerns addressed today and to get our external connection issue reporting for service ASAP.”

Commercial | Internet Customer

“We are very happy to extend our contract with Summit Broadband as they have provided great service to us for many years, and we never lost any services during Hurricane Irma.”

Residential | Vineyards Community Association



Technology and Services

Internet • Phone • TV





Internet

- High speed, symmetrical internet speeds
- Speeds up to 10 Gbps
- Dedicated, reliable connection to our fiber-optic network
- No metering of internet service or caps on usage
- Static IP addresses
- Service via traditional Ethernet handoff
- Stable environment for all your streaming needs on multiple devices at once
- DDoS (**D**istributed **D**enial of **S**ervice) protection umbrella



TV

- IPTV with voice remote
- 300+ channels
- Whole-home DVR with 50 hours storage included
- 72-hour Catchup TV
- Premium channels such as HBO, Showtime and Starz
- Seasonal sports packages, including MLB Extra Innings, NHL Center Ice and NBA League Pass
- Access to your favorite channels on your mobile devices anywhere you go with watchTVeverywhere

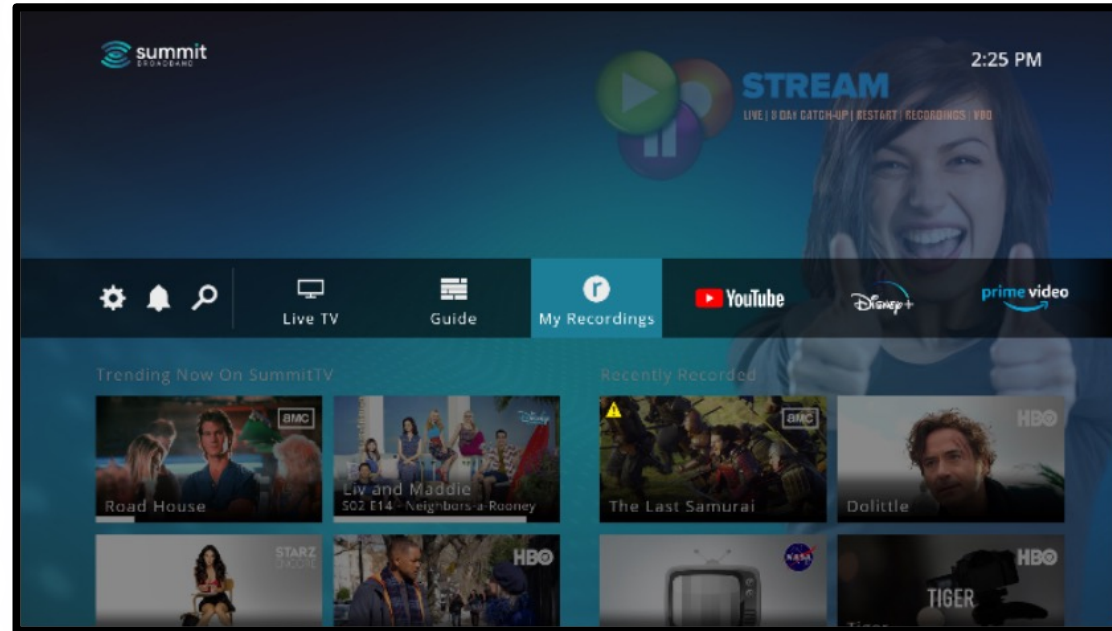


Phone

- Multiple lines available
- Crystal clear VoIP technology
- Phone plans offering unlimited calling in the US and to various countries and regions
- Unlimited long-distance plans
- Additional features
 - Call waiting
 - Caller ID
 - Three-way calling
 - Voicemail
 - Call forwarding

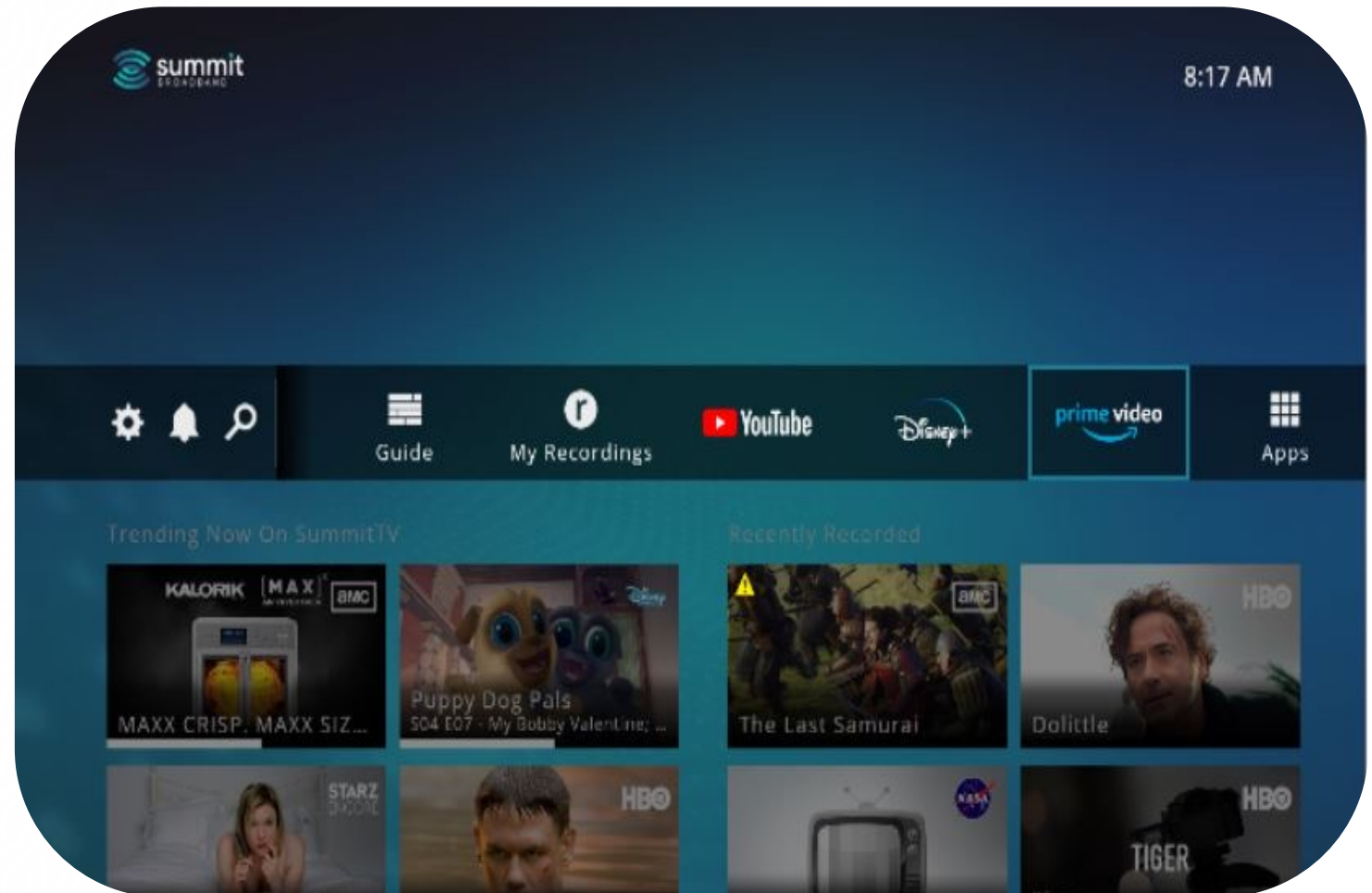


Managed IPTV Set-top Box (STB) and Voice Remote



IPTV Features

- **CPE options**
 - Managed STB
 - “App on a Stick”
 - **Cloud DVR**
 - No local storage needed
 - 50 hours included (more can be rented)
 - **Replay TV**
 - 72 hours of content
 - **Voice Remote**
 - **Base and Trek channel**
- lineups available for all TV's
- with QAM tuner



Wi-Fi 6

Key benefits of Wi-Fi 6 technology

- Higher data rates
- Increased capacity and performance in environments with many connected devices
- Improved power efficiency and performance with existing Wi-Fi clients (higher sensitivity)



Main

Wi-Fi 5 vs. Wi-Fi 6: What's the difference?

WI-FI 5 (802.11ac)

AP CAPACITY
Single-user support (OFDM)

AP SPATIAL STREAMS
Four to eight

FREQUENCY BAND
5 GHz

MAXIMUM DATA RATE
6.9 Gbps

MU-MIMO
Downlink MU-MIMO



WI-FI 6 (802.11ax)

AP CAPACITY
Multiuser support (OFDMA)

AP SPATIAL STREAMS
Eight

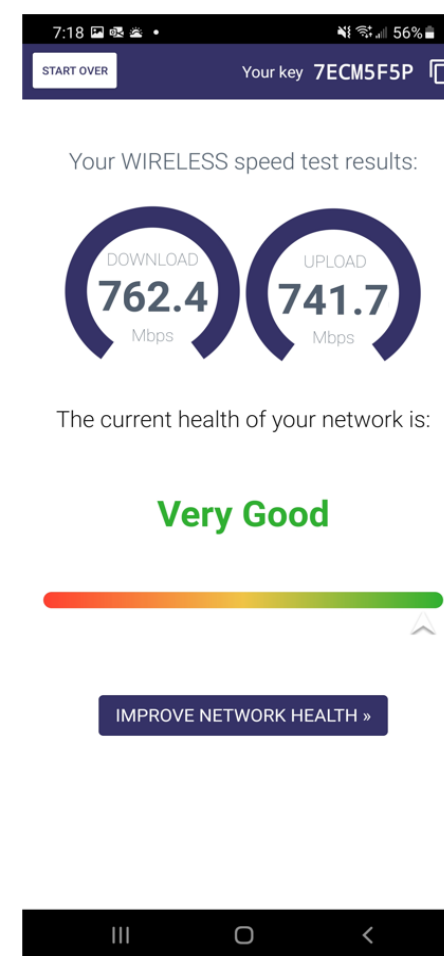
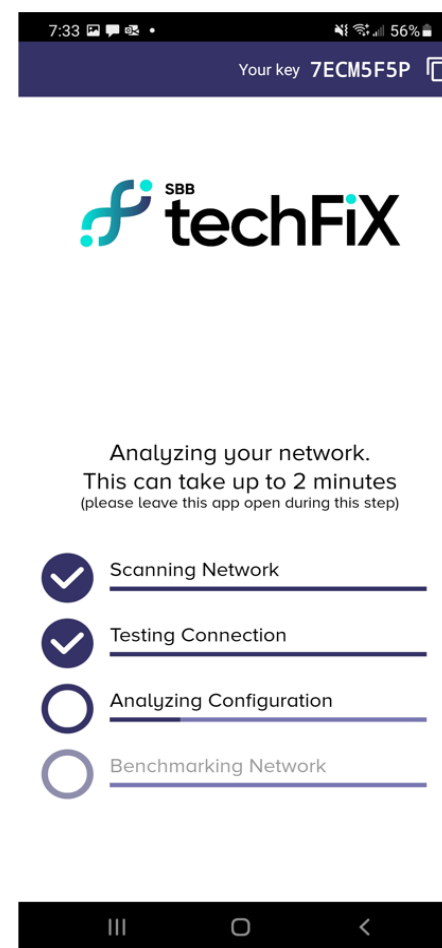
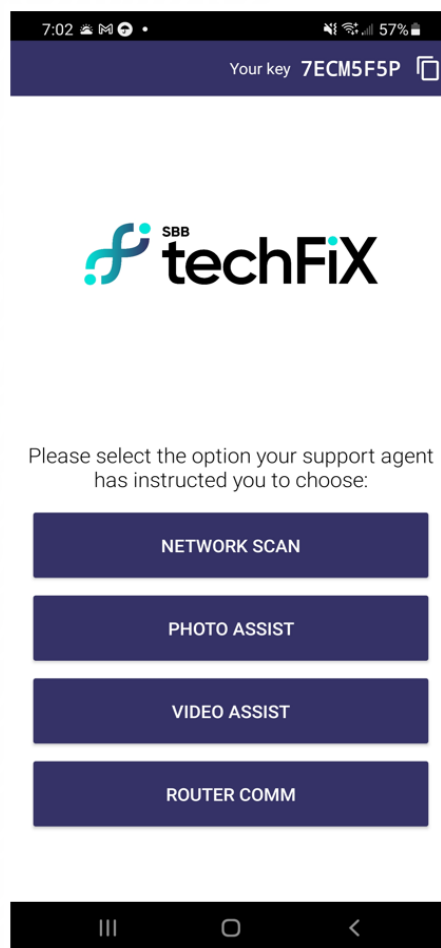
FREQUENCY BAND
2.4 GHz and 5 GHz

MAXIMUM DATA RATE
9.6 Gbps

MU-MIMO
Uplink and downlink MU-MIMO

Extender





Proposal

Bulk Data and Video



Proposed Package

Double Bulk – Video and Internet

Fiber to the Home (FTTH)

SBB View (IPTV) with 2 HD Converter Boxes

Cloud DVR and 72-hour Catchup TV

Bulk Internet speeds 500 Mbps symmetrical

(1) Wi-Fi 6 access point router per unit

No data caps

Free North American phone plan for 1 year

8-year term

6-month ramp up

\$45 per unit/per month + applicable taxes and fees

5% annual rate adjustment

\$1.9 Million Door Fee (\$400 per unit)

\$3,000 community sponsorship annually

Complimentary TV and Wi-Fi to clubhouses, pools and amenity areas

(2) Community Channels to broadcast OTOTW news and events



Offer Comparison	Summit	Legacy Cable Corp.
Bulk Internet: 500 Mbps x 500 Mbps	✓	X
Bulk Wi-Fi 6 Router	✓	X
Bulk Video: IPTV (Base, Trek, Ascend) 200 channels including Summit Music	✓	X
Bulk Video Equipment: 2 HD Set-Top Boxes	✓	X
Catchup TV (72-hour playback)	✓	X
Cloud DVR on all Set top Boxes	✓	X
Voice remote control	✓	X
Fiber-to-the-Home	✓	X
Dedicated Internet Connection. Never Shared!	✓	X
Internet upgrades available of 2,5, and 10 Gigabit!	✓	X
Dedicated Account Manager	✓	X
Dedicated property specific customer care number	✓	X
One-year complimentary phone service for all residents	✓	X
\$3,000-dollar annual community event sponsorship	✓	X
24-Hour Weather Channel specific to OTOTW	✓	✓



Customer Experience

Launch and Support



Summit Broadband Communities:

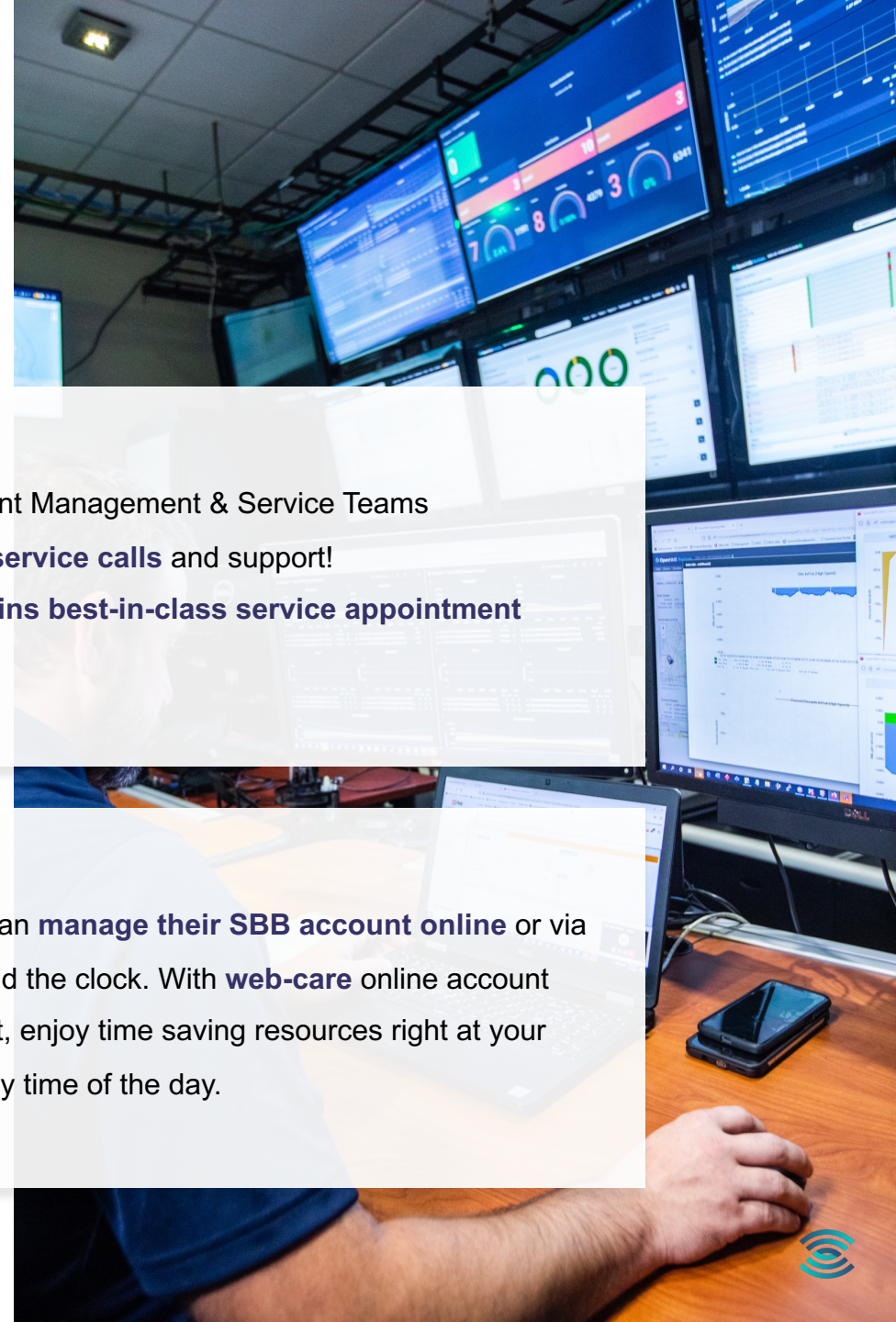
First-in-Class Customer Service Experience

- **Dedicated** U.S. based **24x7x365** VIP Support Team
- Successfully handled +**160k contacts** in 2021.
- Average speed of answer of ~90 seconds
- Constantly **investing** in technology to improve customers experience via automated phone system and self-service.

- **24x7X365 U.S. based Network Operations Center** constantly monitoring network health, outages and planned system reliability maintenance activity.
- Proactive notifications and **priority** outage restoration.

- **Local** Account Management & Service Teams
- **Worry-free service calls** and support!
- **SBB maintains best-in-class service appointment scheduling.**

- Customers can **manage their SBB account online** or via mobile around the clock. With **web-care** online account management, enjoy time saving resources right at your fingertips, any time of the day.



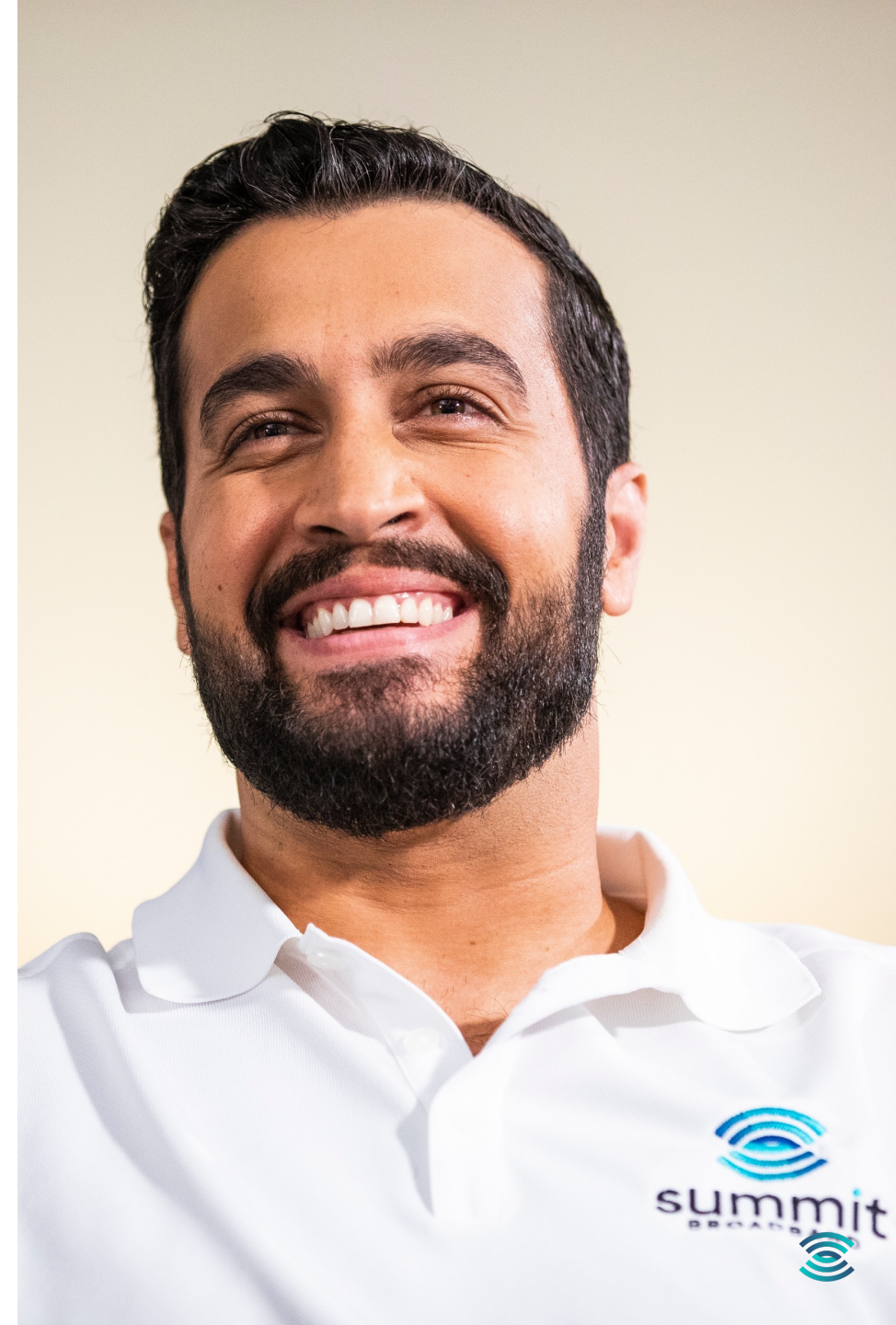
Residential Property Liaisons

Property Liaison between OTOTW Management and Board of Directors.

Attend on-site community events, including HOA meeting, resident appreciation events, and other company specific events.

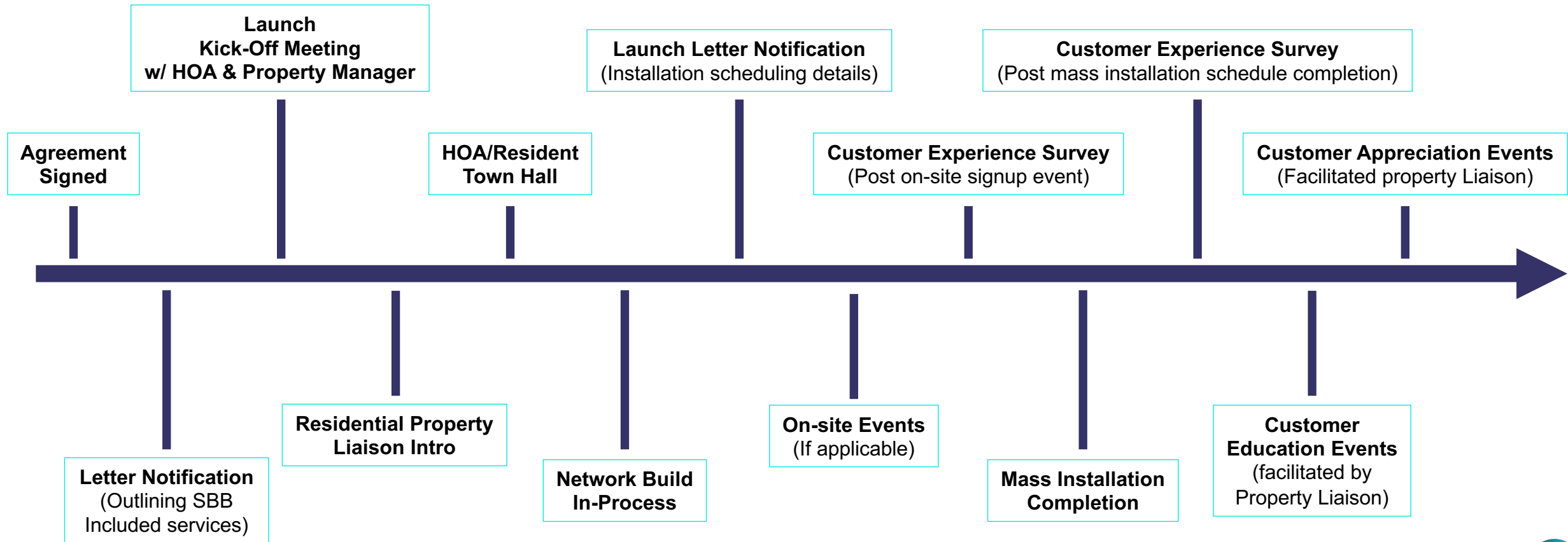
Visit property administration on a regular basis to effectively maintain and strengthen business partnership.

Follow through on property management, board member, and resident requests and/or inquiries and work internally to assist in offering a resolution.



Resident Onboarding: A Personalized Resident Experience

Property Liaison delivers **first-in-class customer experiences** throughout resident onboarding. Our hyper-focus on the customer experience ensures that residents get what they need, and installations are completed successfully.



Summit Mobile Unit



Construction

Project Timeline



Project Timeline

Timeline below based on the following assumptions to be able to deliver service to the customers by **January 31st, 2023**:

- Service Delivery must receive executed contract no later than **April 7th, 2022**. Subject to corporate approval, Summit will begin certain aspects of this process, such as permitting, design and equipment/materials procurement with a Letter of Intent while contract negotiation process is in motion.
- Timeline assumes the following:
 - Access to buildings/units when requested for fiber prep
 - To provide for the highest level of efficiency, Summit will assign appointment windows for pre-install prep work and service activations, by building, following a pre-determined pattern of construction/install zones. Appointments must be adhered to ensure complete fiber installation per floor/per unit. If resident or its designee cannot be available for their assigned appointment, they must work with property management to coordinate escorted access into their unit.

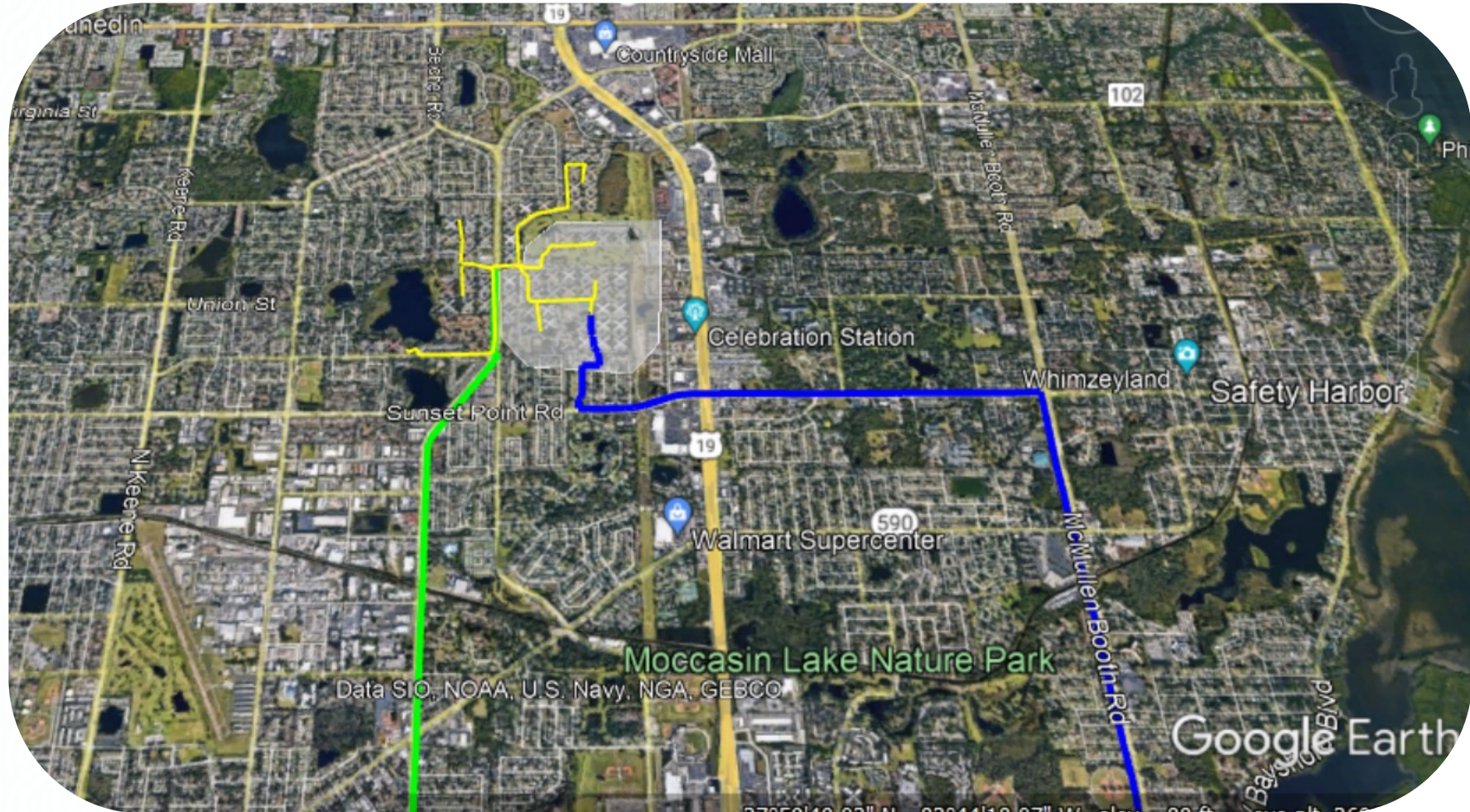


Project Timeline (Contd.)

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9
Transport	Prep	7-mile build with two RR permits							
Headend	Prep	Construction and placement of 2 required HUB Sites							
Property Infrastructure	Prep	Turn up in 18 phases by splitter cabinet							
Prep Buildings For Activation	Prep	4 buildings / 240 units / Week aligning with splitter cabinet							
Testing	Prep				Property wide testing complete				
Unit Activations	Prep					Unit activations 53 per day			
						5,000 Units – 1,250 per month 53 per day-based on 6-day work week			



Diverse Path



Buildout Sequence



Scope of Work

What can OTOW expect during the re-wire, upgrade, or post-wiring build-out process?

Summit will require some interior and exterior construction to successfully wire the units to industry-standard “Fiber to the Unit” specifications. A Summit-approved contractor will coordinate with OTOTW staff to ensure every unit is accessible during the install process. Summit-approved contractors will upgrade all of the external wiring with fiber and the internal data cabling to deliver exceptional internet speeds and IPTV. Summit personnel will be on-site weekly to perform QA and ensure all wiring meets our specifications.

What personnel and communication responsibilities should OTOW Clearwater expect?

Summit’s Customer Experience team will provide weekly updates to OTOTW on the progress of the project. OTOTW would be responsible for clearly communicating to the residents the work details and expected timeframe for the wiring upgrades in each unit and for working with the residents to provide a building-by-building install schedule for access to the units.



Thank You

Questions Welcomed

