



Community Impact Report

DECEMBER 2014

Mission

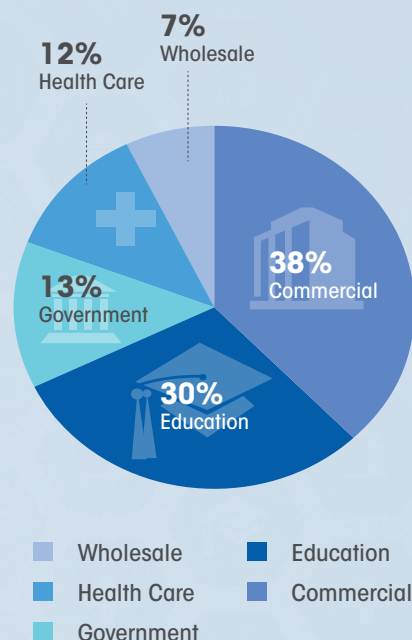
PANGAEA Internet's nonprofit mission is to deliver affordable, reliable connectivity and services for our region. This mission will enhance economic development, improve the quality of life, and create a broad platform of innovation enabling underserved areas.

What does PANGAEA mean?

Pangaea [pan-jee-uh] means "the whole earth," and is the name used to refer to the planet's single landmass prior to continental drift. The name PANGAEA represents our belief in the power of the Internet to move the world closer together and bridge the digital divide.

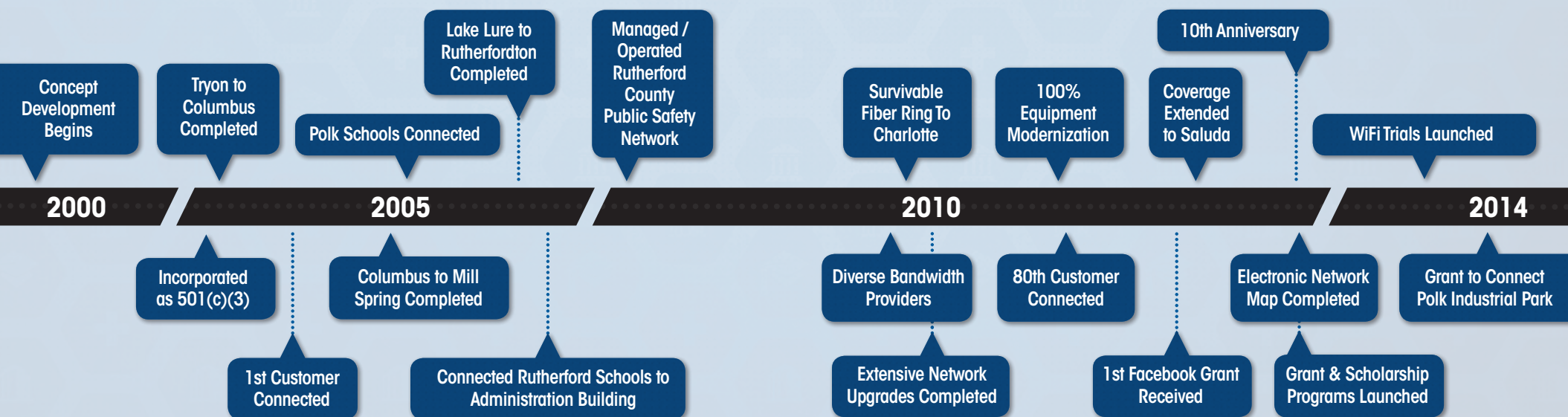
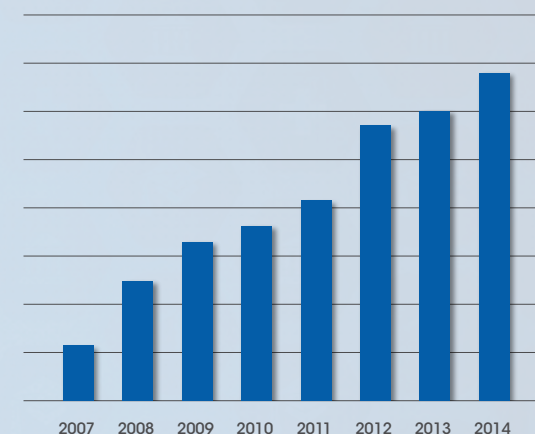
PANGAEA Internet History

Applications



Growth

Total Recurring Revenue



▶ Markets

Government

- Multiple locations controlled and managed from a centralized site
- Bandwidth sharing via direct host-remote fiber configuration
- Video conferencing and distance learning saves gas and reduces costs
- Lightning fast email and attachment uploads and downloads
- Unlimited bandwidth upgrades

Education

- Multiple locations controlled and managed from a centralized site
- Access to global Internet-based curriculum and knowledge brings equality to rural schools, including college credit during high school via virtual classes
- Fast access to state educational resources
- Storage devices can query all schools
- Video conferencing saves gas and reduces employee costs

Health Care

- Multiple locations controlled and managed from a centralized site
- Remote medical consultations, diagnostics and real time monitoring of medical conditions
- Fast and accurate access to medical histories
- Brings worldwide medical expertise next door
- Centralized IT management saves costs and increases efficiency

Commercial

- Upgrade from DSL, Cable or T-1 Service
- 100% fiber network with diverse survivable routes
- Voice over IP capabilities saves telecommunications costs
- Low cost bandwidth and transport
- Remote access for network management and monitoring
- Productivity improvement

▶ Testimonials

Government

"Great service to both Rutherford & Polk County governments"

Rhonda Owens
Rutherford County Government

"Immediate response time"

Sandra Reid
Agricultural Economic Development

"Great partner and broadband solution for the Town of Lake Lure"

Chris Braund
Lake Lure, NC

"Service that is crucial to government needs"

Marche Pittman
Polk County Government

"Increased bandwidth, lower monthly costs"

Jim Edwards
Isothermal Planning & Development Commission

Education

"PANGAEA has made a significant impact on our school"

Brian Bridges
Rutherford County Schools

"Very responsive customer support, downtime is rare"

Mike Thompson
Rutherford County Schools

"A great fit for our school"

Mitch McNeely
Lake Lure Classical Academy

"Instrumental in effective education for Polk County"

David Scherping
Polk County Schools

"Allowing students to access resources, educational opportunities, and be able to compete"

Benny E .Hendrix
Rutherford County Schools

Health Care

"Top notch speed and reliability"

David Pearson
St. Luke's Hospital

"My metropolitan colleagues are quite surprised with what we have in our rural area"

Scott Warren
CooperRiis, Inc.

"Fastest internet speed around, prevents claims backup"

Melanie Campbell-Cobb
Owen's Pharmacy

"PANGAEA's high speed allows our therapists more time with the patients"

Josh Scott
Heritage Healthcare, Inc.

"A connection speed that supports electronic practice management"

Michelle Pimentel
Rutherford Community Health Center

Commercial

"PANGAEA definitely gets an A+ rating from us!"

Marissa Adkins
Cleghorn Plantation

"Thank you to PANGAEA for their dedication and perseverance in getting our company connected to the PANGAEA network."

Kevin Johnson
Wayne Wire Die Company

"PANGAEA has provided a very high standard for uptime and quality of service"

Richard Hendricks
Tanner Companies, LLC

"Rock solid, unmatched speeds and uptime"

Tom Roberson
City Computer

"PANGAEA has saved us money and given us better service we can depend on"

Cindy Edwards
Forest Edwards Insurance

"High quality, high speed, low cost service"

Burke Jones
White Oak Carpet Mill

See more at www.pangaea.us/customer-feedback

► New Customers

Blue Ridge
Laser Eye Associates
(COLUMBUS)

**JOB SKILLS
ACADEMY**
(Columbus)

ThirtyOx
(Forest City)

Advent Internal Medicine
(Tryon)

*Cleghorn Plantation
Golf & Country Club*
(Rutherfordton)

B & W Fiberglass
(Forest City)

Youth Empowerment, Inc.
(Forest City)

Trelleborg
(Rutherfordton)

DukeNet

**TOUCHSTONE FINE
CABINETRY**
(RUTHERFORDTON)

*Dr. Sandra
McCormack*
(Tryon)

Washburn Realty
(Rutherfordton)

**RUTHERFORD SALES
AND RECOVERY**
(FOREST CITY)

Major Lee's, Inc.
(Forest City)

*O'Duggan's
Coffee Pub*
(Tryon)

CARNES & ASSOCIATES, INC.
(LAKE LURE)

*Rumbling Bald Resort
on Lake Lure*
(Lake Lure)

Drop In Food Stores
(Forest City)

**FULTON TECHNOLOGY
CORPORATION**
(Mooresboro)

Ollie Stratton
(Forest City)

**Hospice of
Rutherford County**
(Forest City)

**WAYNE WIRE
DIE COMPANY**
(COLUMBUS)

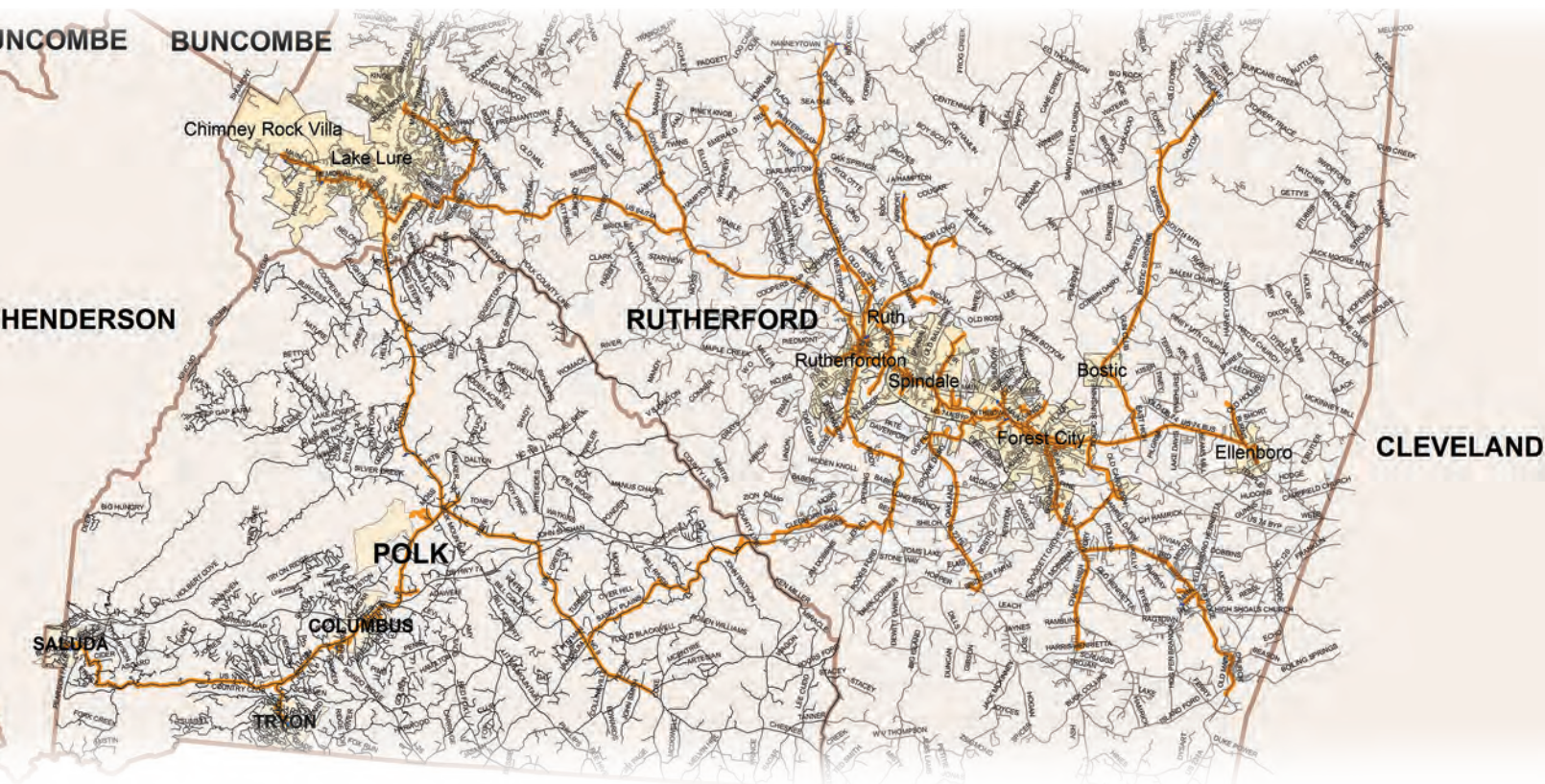
► Wifi Project

In 2014, PANGAEA Internet began utilizing its fiber optic network to deploy WiFi in several downtown areas. Twelve access points were deployed in downtown Tryon and one access point in Saluda. A WiFi "hot spot" parking area has been designated in Tryon to make WiFi more accessible and safer for residents and visitors.

PANGAEA WiFi is a free service which was launched as part of PANGAEA's strong community focus and nonprofit mission. The free service bandwidth level was recently increased to 3 MBPS (megabits per second) download and 1 MBPS upload. In addition, PANGAEA offers a paid WiFi service for more frequent and heavy users. That service level is 10 MBPS download and 2 MBPS upload.

In addition, PANGAEA has partnered with the Town of Forest City, Rutherford County Schools and Facebook Inc. to deliver free WiFi access to students who live in the Rutherford County School District. The second phase deployment is now underway and there are approximately 2,300 users per month.





PANGAEA'S Network Uptime Is 99.97%

► Fiber Facts

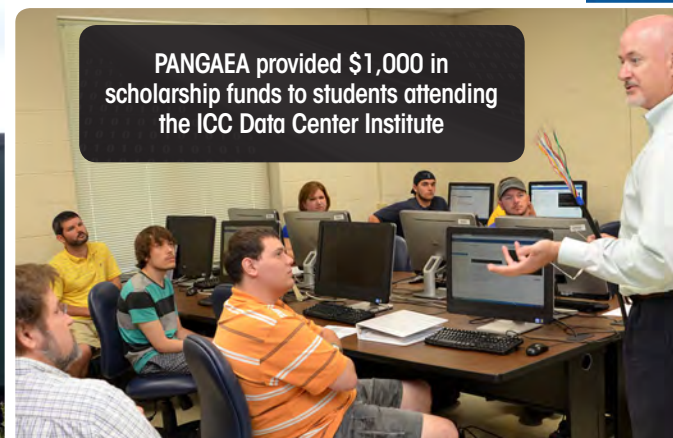
- *Nothing seems to bother fiber optics. Because fiber optical cables carry light instead of electricity, they are not disturbed by changes in the temperature, rain, cold, or virtually any other environmental condition.*
- *When it comes to bandwidth, fiber is king. A single fiber is capable of transmitting 250 million phone conversations every second. One mile of fiber weighs about 1/4th of a pound whereas copper cable with the same information-carrying capacity would weigh 33 tons.*
- *Optical fiber phone lines cannot be bugged or tapped.*
- *A fiber is thinner than a human hair*



Sean O'Connell hanging fiber



Ron Walters accepting EDC funds to connect the Polk Industrial Park



PANGAEA provided \$1,000 in scholarship funds to students attending the ICC Data Center Institute





The lucky winner of our Facebook Social Campaign: Scott Warren of Cooper Riis Healing Community



Ron Walters at the Rutherford Business Showcase



Carolyn Whitehead presenting Grant Award to Hospice of Rutherford County



Customer Appreciation Night at the Ball Game



Stu Davidson checking the WiFi speed

PANGAEA BOARD OF DIRECTORS

BOARD OFFICERS



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- BOARD MEMBER SINCE ITS INCEPTION IN 2003
- JIM SERVES AS EXECUTIVE DIRECTOR FOR THE ISOTHERMAL PLANNING & DEVELOPMENT COMMISSION



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- JOE IS A MEDICAL SOCIAL WORKER AND GRANTS MANAGER FOR ST. LUKE'S HOSPITAL IN COLUMBUS, NC



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- HARRY IS VICE PRESIDENT/SR. COMMERCIAL LENDER WITH MACON BANK IN HENDERSONVILLE, NC

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- CHRIS IS THE LAKE LURE NC TOWN MANAGER



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- JEFF IS THE MANAGING DIRECTOR OF COOPERRIIS HEALING COMMUNITY IN MILL SPRING, NC

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- BOARD MEMBER SINCE 2009
- RHONDA IS THE INFORMATION TECHNOLOGY DIRECTOR FOR RUTHERFORD COUNTY, NC



MARCHE PITTMAN, DIRECTOR

- BOARD MEMBER SINCE 2004
- MARCHE IS THE INTERIM COUNTY MANAGER FOR POLK COUNTY, NC



RUSS PITTS, DIRECTOR

- BOARD MEMBER SINCE 2010
- RUSS IS A TECHNOLOGY & PROGRAM MANAGEMENT CONSULTANT IN LAKE LURE, NC

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CAROLYN WHITEHEAD OFFICE ADMINISTRATOR

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PANGAEA

INTERNET AT THE SPEED OF LIGHT

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www.pangaea.us