

PANGAEA

INTERNET AT THE SPEED OF LIGHT



Community Impact Report

DECEMBER 2015

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.

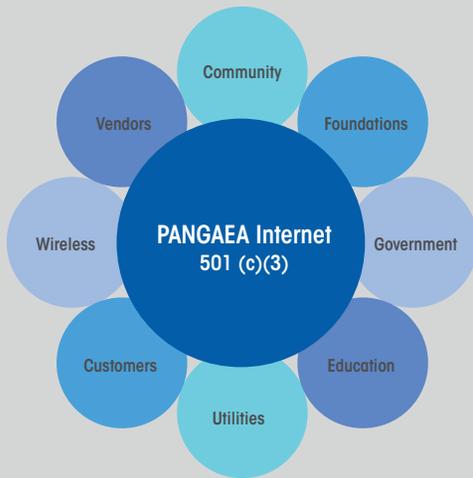
► Mission

PANGAEA Internet is a community focused, nonprofit 501(c)(3) corporation. Our mission is to deliver affordable, reliable connectivity and services for our region that will enhance economic development, improve the quality of life, and create a broad platform of innovation enabling underserved areas.

► History

Since our founding by community leaders in 2003, PANGAEA has established very strong public/private partnerships. The result has been a 200 mile fiber optic network that has dramatically impacted our local communities in Polk and Rutherford Counties in western North Carolina.

► Public/Private Partnerships



► Impact

- Low cost non-profit structure
- 200 miles of fiber
- 99.98% uptime
- Fiber connections: health care, education, government, commercial
- Wi-Fi for towns and students
- 100% of customers satisfied or very satisfied
- Customer service rating: 95% above average or excellent
- Community grants and scholarships awarded by PANGAEA



Bringing the World Closer Through the Power of the Internet. PANGAEA Internet Executive Director Ron Walters receives the national 2015 Cornerstone Award from Jane Patterson, President, The View Forward – Go Forward, at the Broadband Communities Summit in Austin, TX. PANGAEA also won this award in 2004. Photo credit: Rachel Ellner for Broadband Communities magazine.



► Mill Spring Agricultural Development Center

- Renovated 1920's brick schoolhouse
- Agricultural development, farmland preservation, education, community service, business development
- 5 PANGAEA fiber optic customers



► Ameridial

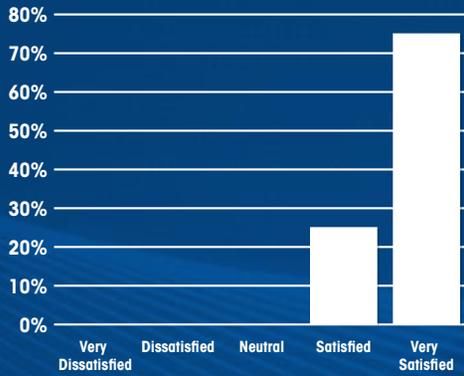
- 31,000 sf call center in Spindale
- Remodeled vacant grocery store
- NC Department of Commerce grant (building reuse)
- 160 positions w /+100 commitment



"PANGAEA Internet was a key factor for us when we were considering Rutherford County for our new call center," commented Mark Schmidt, President of Ameridial. "In fact, without high speed fiber, we would not be able to connect to our network and our customers with the bandwidth speeds they require. Having PANGAEA support and connectivity was a must for us."

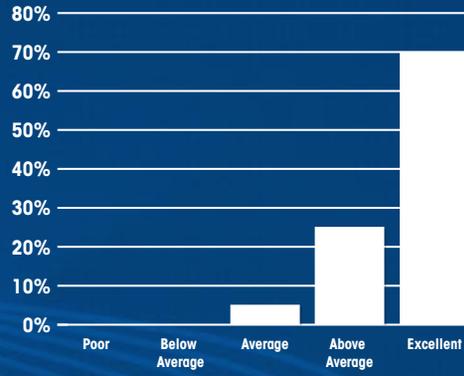
Customer Feedback

How would you rate your overall satisfaction with PANGAEA Internet?



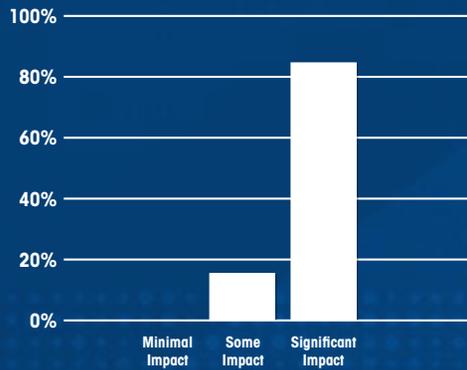
75%	Very Satisfied
25%	Satisfied
0%	Neutral
0%	Dissatisfied
0%	Very dissatisfied

How would you rate PANGAEA Internet's customer service?



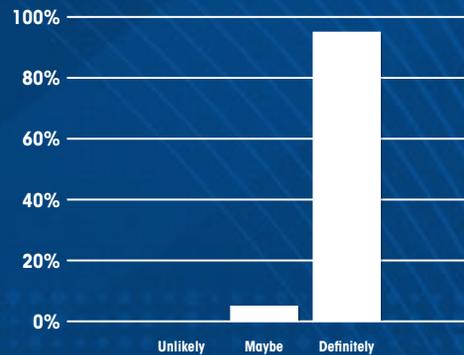
70%	Excellent
25%	Above Average
5%	Average
0%	Below Average
0%	Poor

How would you rate the impact that PANGAEA Internet has in the community?



85%	Significant Impact
15%	Some Impact
0%	Minimal Impact

How likely are you to recommend PANGAEA Internet to others?



95%	Definitely
5%	Maybe
0%	Unlikely

New Customers in 2015



Testimonials

"No dropped service, so much faster"
Melody Levi,
Dr. Steve Edney
Orthodontics

"PANGAEA has helped our business tremendously"
Danielle Gibbs,
Gallant Enterprises

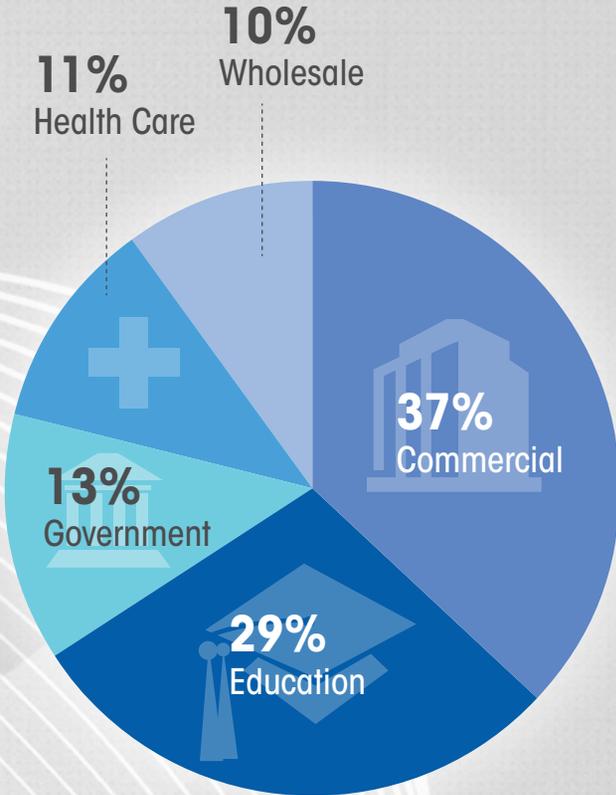
"The speed & reliability rival any other options"
Kathy Toomey,
New View Realty

"PANGAEA's fiber optic connection allows me to conduct meetings in Chicago"
David Nelms,
Swiftwater Farm

"The customer service is excellent; I would recommend PANGAEA to everyone"
Kelly McGowen,
Gaming Tickets, Inc.

"Great customer service; great internet speed"
Cynthia Milligan,
To The Point Healthcare

"There are a lot of happy PANGAEA people at White Oak"
Kally Dotson,
White Oak of Rutherfordton



"Excellent, dependable service; our business depends on it"
Betty Ramsey,
Tryon Newsmedia

"Service and up-time has never been an issue"
Chris Spratt,
Diamondback Tactical

"Without PANGAEA's high speed, I would have had to move files on CDs"
John Hugill,
Medical Records Retrieval

"We've steadily expanded our relationship and have run fiber to additional town facilities"
Chris Braund,
Lake Lure Town Manager

"We have had no problems; the internet speed is wonderful"
Faye Hassell,
United Way of Rutherford County, Inc.

"I appreciate the level of speed and the consistency of connectivity"
Matt Bright,
Bright Asset Management

"Reliable internet service that is crucial to government needs"
Marche Pittman,
Polk County Government

"PANGAEA has always been a rock solid, reliable internet solution"
Bruce Yelton,
Polk County Government

"Dependability and connectivity are crucial; PANGAEA is exactly what we were looking for"
John Harrill,
Drop-In Food Stores

"This network has allowed our teachers and students the ability to reach a wealth of educational resources"
Benny Hendrix,
Rutherford County Schools

"We couldn't continue to be one of the highest performing school systems in the state without the reliability of this network"
Dave Scherping,
Polk County Schools

"Because of PANGAEA, we are on the edge of the newest technology for our area"
Janet Sciacca,
Carolina Foothills Chamber of Commerce

"We have never had internet downtime; I would recommend PANGAEA"
Samuel Staton,
Staton CPA, P.C.

"We have upgraded our middle and high schools to 10Gb links with no issues"
Michael Thompson,
Rutherford County Schools

"Definitely the best service in Rutherford County"
Chuck Haynes,
Carolina Insurance

"PANGAEA is providing the quality of service that no one else in the community is able to provide"
Dana Conner,
Conner Computer Consultants

"PANGAEA has changed the way we do business"
Kevin Johnson,
Wayne Wire Die, Co.

"PANGAEA has increased our productivity and connections with the customers we serve"
Kyle Hankinson,
KCH Engineered Systems

► Network Upgrade Story

Rutherford Middle and High Schools Upgraded to 10 Gig!

In 2007, PANGAEA constructed a 147 mile fiber optic network that connected all 22 Rutherford County school locations with the Cool Springs administration building in Forest City. Each connection had a transmission speed of one (1) GBPS (gigabit per second). We are proud to announce that every Rutherford County middle and high school has now been upgraded to ten (10) GBPS - a transmission speed once reserved for large urban areas.

PANGAEA's "Speed of Light" network makes virtually unlimited speeds possible! Please contact us for an upgrade quote.



PANGAEA Internet reached an exciting milestone when Advent Internal Medicine in Tryon became our 100th Customer!



Faye Hassell, United Way of Rutherford County, is the winner of the 2015 Customer Satisfaction Survey testimonial drawing.

BREAKING NEWS

PANGAEA is in the process of upgrading its network infrastructure. When the upgrades are complete, most PANGAEA customers will receive a significant service level upgrade with no increase in fees.

"During the fourth quarter of this year, we will be upgrading our network with new Cisco switches and routers, as well as upgrading our upstream internet bandwidth capacity," said Stu Davidson, PANGAEA Internet Operations Director. "Our capacity upgrade will utilize vendors in Atlanta and Charlotte, making our network more fault-tolerant as well as increasing our overall bandwidth and speed."

Most PANGAEA customers will benefit from this upgrade by receiving faster service without a price increase. PANGAEA's minimum speed will increase from 10 MB (download)/2 MB (upload) to 25 MB/5 MB. Customers won't need to take any action to receive this benefit.

"This upgrade is our way of sharing our success and thanking our customers for supporting our nonprofit mission: To deliver affordable, reliable connectivity and services for our region that will enhance economic development, improve the quality of life, and create a broad platform of innovation enabling underserved areas," according to Ron Walters, PANGAEA Executive Director.



First United Methodist Church of Forest City received an installation grant.



A packed house at PANGAEA's Business After Hours event.



2nd Annual Customer Appreciation Night @ the Owl's Game

▶ PANGAEA Wi-Fi

PANGAEA is providing free public Wi-Fi in our service area. After a successful pilot project brought free Wi-Fi to downtown Tryon, a grant from the Appalachian Regional Commission has expanded the project to the downtown business districts of Chimney Rock, Lake Lure, and Saluda. These towns share a business and tourism corridor and are a hub of tourism in the region and a key driver of employment and economic activity. PANGAEA's free public Wi-Fi network provides a convenient, reliable, and economical alternative to cellular data services. With this expansion of public Wi-Fi, more than 11,000 users per month have connected to PANGAEA Wi-Fi.



▶ "Connect" Community Wi-Fi

Another ongoing Wi-Fi project called "Connect" is a collaboration between PANGAEA, Facebook, Rutherford County Schools, and the towns of Forest City, Rutherfordton and Spindale. Connect provides free public Wi-Fi service to areas with high concentrations of students, enabling them to take full advantage of Rutherford County Schools' 1:1 program, which has provided a notebook computer to each middle and high school student since 2011. Since the project launched, Connect now provides service to more than 5,700 users per month.



▶ PANGAEA Board Of Directors

Board Officers



JIM EDWARDS, PRESIDENT

- BOARD MEMBER SINCE ITS INCEPTION IN 2003
- JIM RETIRED IN 2015 AS THE EXECUTIVE DIRECTOR FOR THE ISOTHERMAL PLANNING & DEVELOPMENT COMMISSION



JOE CROWDER, SECRETARY

- BOARD MEMBER SINCE 2005
- JOE IS A MEDICAL SOCIAL WORKER AND GRANTS MANAGER FOR ST. LUKE'S HOSPITAL IN COLUMBUS, NC



HARRY GRYMES, TREASURER

- BOARD MEMBER SINCE ITS INCEPTION IN 2003
- HARRY IS VICE PRESIDENT/SR. COMMERCIAL LENDER WITH ENTEGRA BANK IN HENDERSONVILLE, NC

Board Directors



CHRIS BRAUND, DIRECTOR

- BOARD MEMBER SINCE 2012
- CHRIS IS THE LAKE LURE NC TOWN MANAGER



JEFF BYRD, DIRECTOR

- BOARD MEMBER SINCE ITS INCEPTION IN 2003
- JEFF IS A BROKER WITH WALLACE, WALKER & EMERSON REALTY IN TRYON, NC



MARCHE PITTMAN, DIRECTOR

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



RUSS PITTS, DIRECTOR

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

Staff



RON WALTERS EXECUTIVE DIRECTOR



KEN GRIFFIN NETWORK ENGINEER



STU DAVIDSON OPERATIONS DIRECTOR



CAROLYN WHITEHEAD OFFICE ADMINISTRATOR

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