



Northglenn City Council Overview

September 25, 2023





Company Overviews

Company Overview



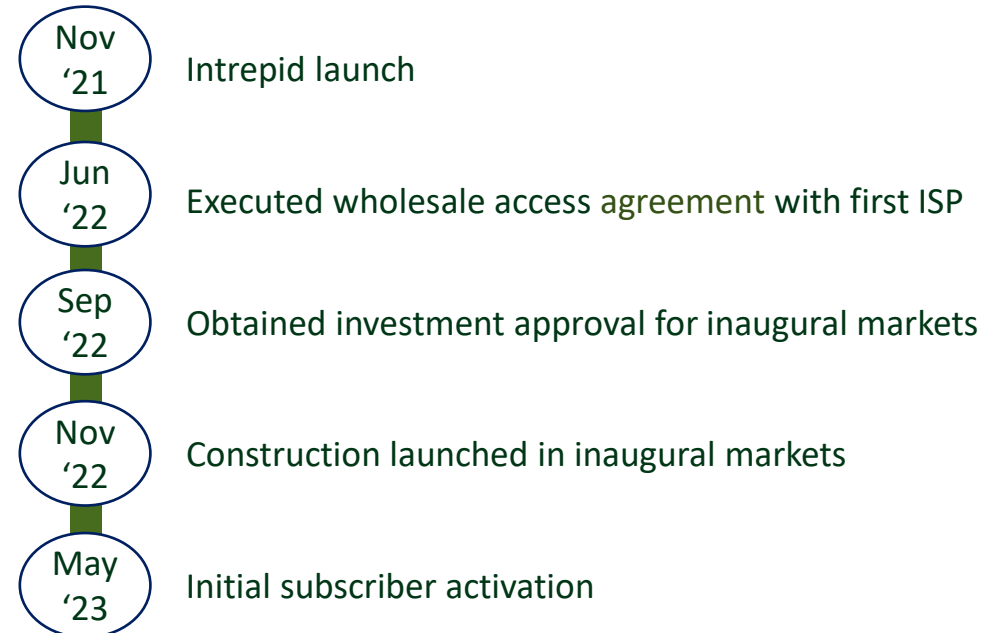
- **Intrepid Fiber Networks (IFN)** is a Fiber-to-the-Home startup funded by Brookfield Infrastructure Group
- Our mission: *Deliver **world-class fiber** to communities throughout the United States in order to meet the **broadband demands of the future***
- By utilizing Wholesale Open Access Networks, IFN will promote Internet Service Provider (ISP) choice in communities which we serve
 - *IFN initial partnership for Northglenn ISP is T-Mobile via their T-Fiber services*

Intrepid Fiber Networks Overview

Overview

- Founded in December 2021 with a mandate for greenfield FTTH expansion under a wholesale, open-access framework
- Key leadership roles in construction, finance, business development, and technology & networking have been filled
- Network construction in the inaugural markets are underway with the first cohort of addresses to be activated in Q2 23

Key Milestones - Intrepid has made significant progress over the past 14 months

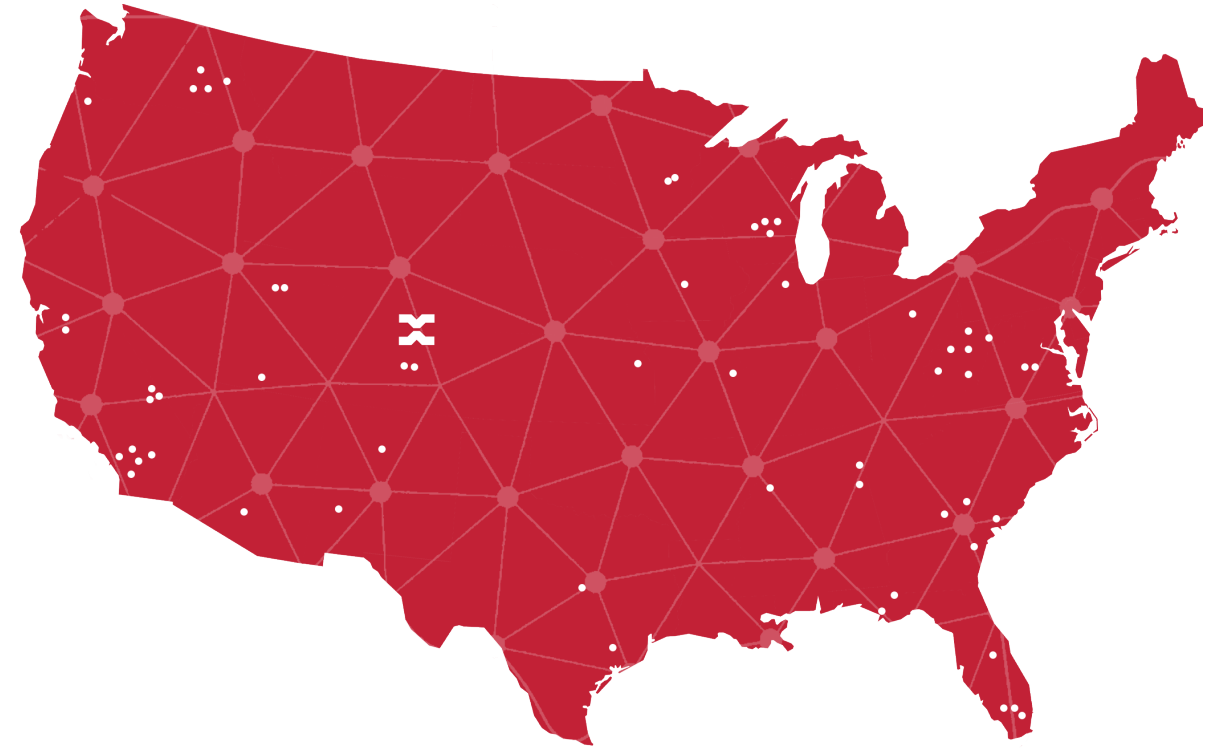


About CNS Networks (Congruex)

Congruex designs and builds **broadband and wireless communications infrastructure**. The work we do enables everything in the modern world to operate, from healthcare and energy to transportation and social interactions.

We deliver turn-key network solutions under a single platform by aligning our engineering and in-market construction operating units. Our vision is to be the best end-to-end provider of network services in the U.S.

We are building tomorrow, together.



Designing and building fiber for over **5.6 million homes** since 2018.



Installing over **6,000 miles** of fiber annually across **41 states**.

Global HQ: **Boulder, CO**

U.S. Locations: **65+**

Employees: **4,800+**

Operating Units: **12**

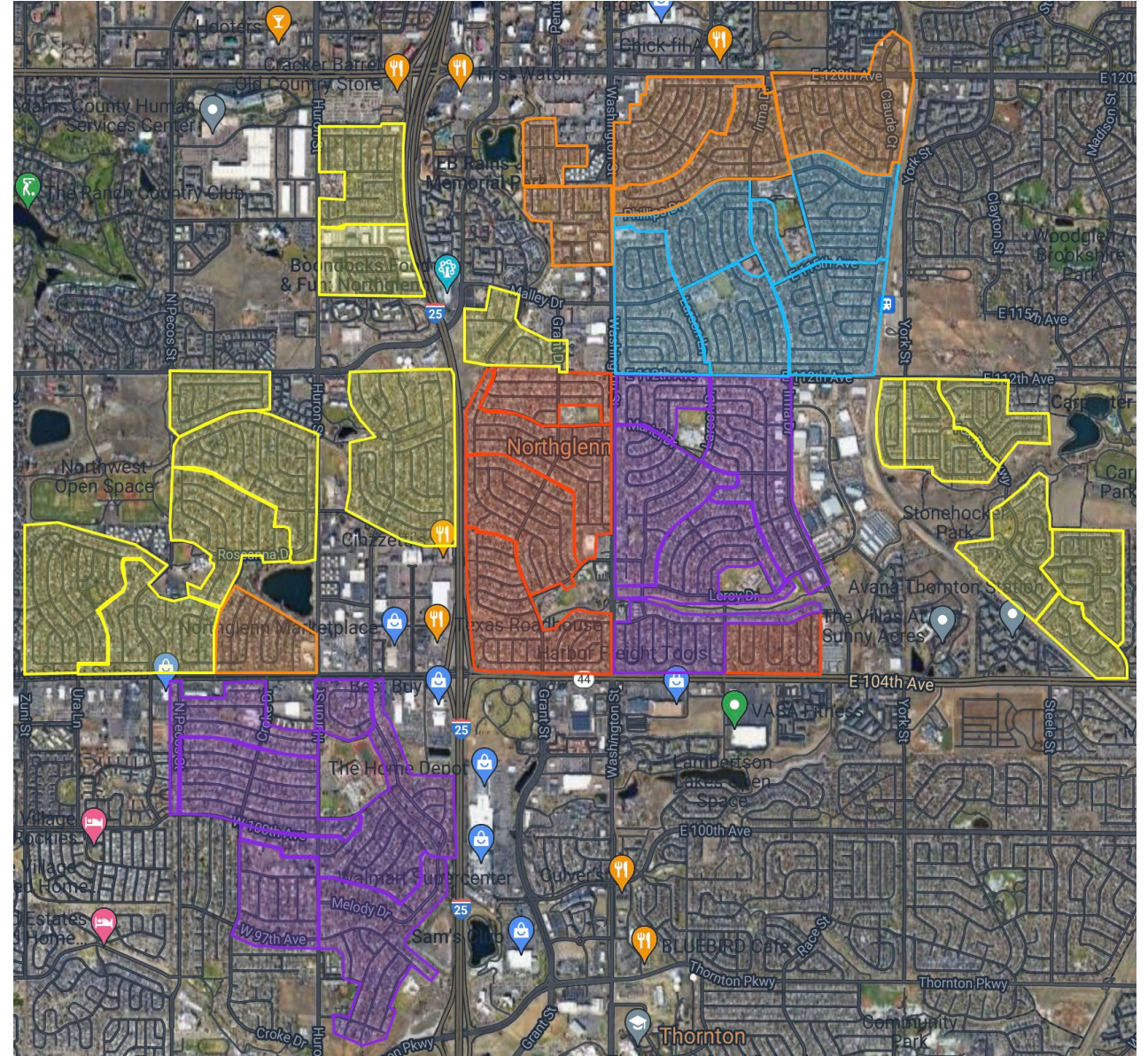
Northglenn Build Summary

Partners:

- Investor: Brookfield Infrastructure
- ISP Provider: T-Mobile / T-Fiber
- Build Partner: CNS Network Services (Congruex)

Key Market Statistics

- Capital: \$22million
- Route Mileage: 108 miles
- Households: 14,677
- Build Schedule: Through Fall 2024





Feedback and Actions

Community Feedback

Community and Resident Feedback Provided

- Lack of timely notifications of upcoming construction
- Unclear branding of contractors
- Restoration not completed in a timely manner
- Restoration not completed satisfactorily
- Limited details on Intrepid and Congruex websites

Action Plans Underway

- Improved door hangers and process for placement
- Construction signage to inform on pending activities
- Consistent and clear contractor identification
- Updated project websites for more information



Examples of Feedback Provided:

- *Who are these construction people in my neighborhood and what are they doing?*
- *When are you going to leave?*
- *Why is my yard messed up and who is going to fix it?*

Community Engagement

Our Community Engagement Plan includes several mechanisms to:

1. Inform the community on our construction schedule
2. Communicate the potential impact to residents
3. Quickly resolve issues as they arise during construction
4. A personal knock on doors to engage with residents and answer questions live

Those mechanisms include:

IN FIELD

ON THE GO



DOOR HANGERS

To notify of upcoming build – improved process began on Wednesday 9/13/23



COMMUNITY SIGNS

Posted while build is in progress – improved signage to begin week of 9/25/23



CONSISTENT CREW ID

So residents know who is building – will begin week of 9/25/23



RESTORATION INSTRUCTION

For residents to take care of new landscaping – will begin placing week of 9/25/23



PROJECT WEBSITE

With more detail and Q&A – updated as of 9/20/23

Commitment to Residents

1

Issue resolution
in 48-72 hours

2

Door hanger notices
72 hours in advance

3

Website for questions and
issue resolution

All inbound concerns, whether from our website or crews in the field, are captured in a tracker

Residents receive a call back within 24 hours with resolution in 48-72 hours, unless extenuating circumstances dictate otherwise



Door Hanger Verification

Completed On: 9/18/2023 10:46:47 AM
Unique Tracking ID: f577fc5a

Technician	Customer	Market
Petty, Shelby	Intrepid	Pueblo
OLT	DA	Street
31FNPB0001	25	9th

Technician Notes

Admin Notes

Location	Photo of Hanger	Photo of Curb

CONGRUEX PROJECTS

INTREPID NORTHGLENN

Congruex has partnered with Intrepid Fiber Networks to construct a state of the art high speed fiber optic network in your community. We target to keep work in the public right of way 7:00am - 5:00pm when possible, minor night work may be required. While this is construction of a utility network, our goal is to create as little disruption as possible. Keep your eye out for an exciting new high speed internet provider coming to your area.

FAQ

- What is Fiber Optic Internet? >
- How long until I get service? >
- Why are you on my property? >
- What is the Right of Way? >
- Why all the paint and flags? >
- What are all these holes? >
- What are these pipes sticking up everywhere? >
- What are these round/rectangular boxes buried outside of my house? >
- What a mess! >

Let us know if you have any questions.

Form fields: Name, Email, Message



Thank You