

## News Release

# Brightspeed Celebrates First Anniversary

### ***Company Recognizes Successful Launch, Fiber Broadband Build Underway in 17 states, Improved Customer Service and Culture of Giving Back***

CHARLOTTE, N.C. — October 3, 2023 — Brightspeed, the nation's fifth largest incumbent local exchange carrier (ILEC), celebrates its one-year anniversary with significant progress in its Brightspeed Fiber Internet build and improved customer service and satisfaction. Launched only one year ago, Brightspeed is on track to meet its multi-year goal of bringing faster, more reliable internet service to more than three million homes and businesses.

"Building a state-of-the-art fiber broadband network that connects the families and businesses in our service territory that have historically lacked quality high-speed internet options is no easy feat," said Tom Maguire, Brightspeed COO. "Our dedicated employees, vendor network and municipality partnerships are all critical to our multi-year build plan. We look forward to continued momentum in our second year of operation."

Over the past 12 months, Brightspeed has transformed its customer experience by decreasing answer times in the customer sales call center by 75 percent and reducing the average time between a customer's call for repair until the repair is completed to under 48 hours. Additionally, between the last quarter of 2022 and the second quarter of 2023, Brightspeed improved its American Customer Satisfaction Index (ACSI) score by 25 percent. The key drivers of improvement include overall reliability, performance and website satisfaction.

"When we launched Brightspeed, we knew we wanted to invest in creating a no-nonsense telecom company," said Bob Mudge, Brightspeed CEO. "A year later, we are proud of our refreshingly simple and transparent approach to supporting our customers and the response we've received so far. My sincere thanks to our people who help us deliver every day and are hyper-focused on our purpose of building a future where more communities can benefit from a more connected life."

Brightspeed's more than 4,000 employees will recognize the company's anniversary this week with events at locations across the country. Celebrations include employees supporting non-profit organizations that meaningfully impact the communities where they work and live through donation drives and volunteer opportunities. Also, employees can make monetary donations to non-profit organizations and the company will match those donations up to \$500 per employee.

### **About Brightspeed**

Headquartered in Charlotte, N.C. and with assets and associated operations in 20 states, Brightspeed provides broadband and telecommunications services through a network platform capable of serving more than 6.5 million homes and businesses. Our more than 4,000 employees are committed to building a future where more communities benefit from a more connected life, deploying a state-of-the-art fiber network and a customer experience that makes being connected as simple as it should be. For more information, please visit [www.brightspeed.com](http://www.brightspeed.com).

### **Media Contact**

Gene Rodríguez Miller  
director, Public Relations  
980-376-1837  
[gene.miller@brightspeed.com](mailto:gene.miller@brightspeed.com)