



LanCity Connect - Update

Dear Valued Customer,

Twelve months ago, we embarked on a mission to deliver a high quality, low-cost internet solution to the residents of the City of Lancaster. In our excitement to announce the service and meet the high demand, we presented an overly optimistic deployment timeline.

As part of a national movement, Lancaster is one of a growing number of cities who are pioneering community broadband solutions. Together, we are sharing our stories, and ideally, learning from each other's missteps. In fact, LanCity Connect is the first fiber project of its kind in Pennsylvania. Across the country, these fiber to the home (FTTH) initiatives are experiencing challenges: supply chain delays, regulatory uncertainty, deployment cost challenges, and extensive due diligence discussions to negotiate appropriate public-private partnerships.

Over the last few months we have confronted all of these challenges. In our attempts to not disappoint, we overestimated our ability to overcome these challenges. Once we got behind, we compounded our problems by trying to keep up with the aggressive deployment schedule. Consequently, it saddens us to say this but, from our perspective, we have failed you as our customer and stakeholder.

After much deliberation between our lead engineers and managers, we have decided the best way to serve our customers is to take a step back and reexamine our deployment strategy. We recognize that during our best efforts to push through the backlog of work, we have disappointed more customers than we have made happy. By our standards, this is completely unacceptable and goes against our mission of bringing the residents of the City of Lancaster a community broadband solution with high quality internet connectivity and a high quality of customer service. In fact, our goal is to redefine internet service as a utility, like water or power is today. Therefore, we will not compromise the quality of our service and network for the sake of expediency, even in the face of having to admit we made a mistake.

As a team we will be taking the time to establish a more effective deployment strategy to better accommodate the high demand for our services and, more importantly, to better serve the community. Currently, our crews are deployed to accommodate the customers whom have either had their appointments postponed or have had the internal installation completed but are without service. Customer Care will individually contact each of the affected customers with updates on our progress regarding their service as they become available.

As we do with all missteps, we are utilizing this as a learning opportunity. We want your feedback—the positive and, even more importantly, the negative. Please feel free to email us any suggestions, complaints, or feedback to feedback@lancityconnect.com and a customer care agent will be happy to address your message!

The entire LanCity Connect team takes full responsibility for the delay in delivering services and the subsequent disappointment we have caused you. We would like to thank you for your support and understanding while we regroup and implement a solution that better serves you. We will be keeping you in the loop as we progress.

Together, we will connect the community, one fiber at a time.

Respectfully,

The Entire LanCity Connect Team

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LanCity Connect

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