



kinetic[™]
by windstream[®]

GEORGIA HOUSE RURAL DEVELOPMENT COUNCIL



Georgia Overview

Core areas of Focus

- Excellent Customer Service
- Community Engagement
- Migration to Fiber Service

Georgia Stats

- 700,000+ Households passed
- Nearly 265,000 Broadband Subscribers
- 685 Field Op's Employees, 200+ New Hires YTD
- YTD Installs - 46,840 (Ave 4,900/month)
- YTD Next Gen Migrations – 9,300



FOCUS: EXCELLENT CUSTOMER SERVICE



- **DAWSONVILLE** - Customer wanted to let us know how amazing **ERIC MOORE** was. Customer said his professionalism is what I can only hope for in my own employees!
- **DAWSONVILLE** - Customer with Etowah Water & Sewer Authority said his experience with Technician **JUSTIN GREEN** was awesome throughout the entire process – a 10! Said he was great to work with.
- **DAWSONVILLE** – Customer was extremely happy with the job **TYLER BUTLER & JOSEPH COX** did with his buried drop!
- **DOUGLAS** - Customer in Douglas wrote to thank **THOMAS TREAT**; said he was on time and did an excellent job!
- **EATON** – Shaw Plant – Big shout out to **MIKE BALLEW, MATT HARBIN, SHAWN THORNTON & DOUG HUBER** for getting plant issue repaired and back up in about 40 minutes! Customer asked that we give them all a BIG THANK YOU for quick response and great teamwork!
- **FITZGERALD** – Customer was extremely satisfied with technicians **MICHAEL LOTT & TYLER ROSS** who went over and beyond to fix their problem. Said it was the best customer service they had ever received.
- **GLADE Community of Oglethorpe County** – Customer sent letter praising the Team Effort of **DEANA PERRY, BRANDON MERCER, ALYSIA JARRETTE & ADAM BAILEY** for following up to bring a solution to a problem community had been experiencing for several months. Thanks for a job well done!
- **HELEN** - Customer emailing stating **JEREMIAH DERRY & DENNIS WALL** were here today and did a great job and were very professional.
- **HIAWASSEE** - Customer said Technician **ANDY NEWBERRY** was superb! He said Andy displayed competence, knowledge, and most of all, patient in making sure their computers, phones, tablet and WIFI extender were successfully connected and worked with the ADT technician to confirm that all security connections coordinated with the Internet!
- **MILLEDGEVILLE** - Customer wanted to brag on his tech **GUNNER SWEAT**. Customer said he was so nice and that he walked through the new features with his wife to work her computer!

COMMUNITY ENGAGEMENT

COMMUNITY TOWN HALL | GROUNDBREAKING CEREMONY

STEWART COUNTY



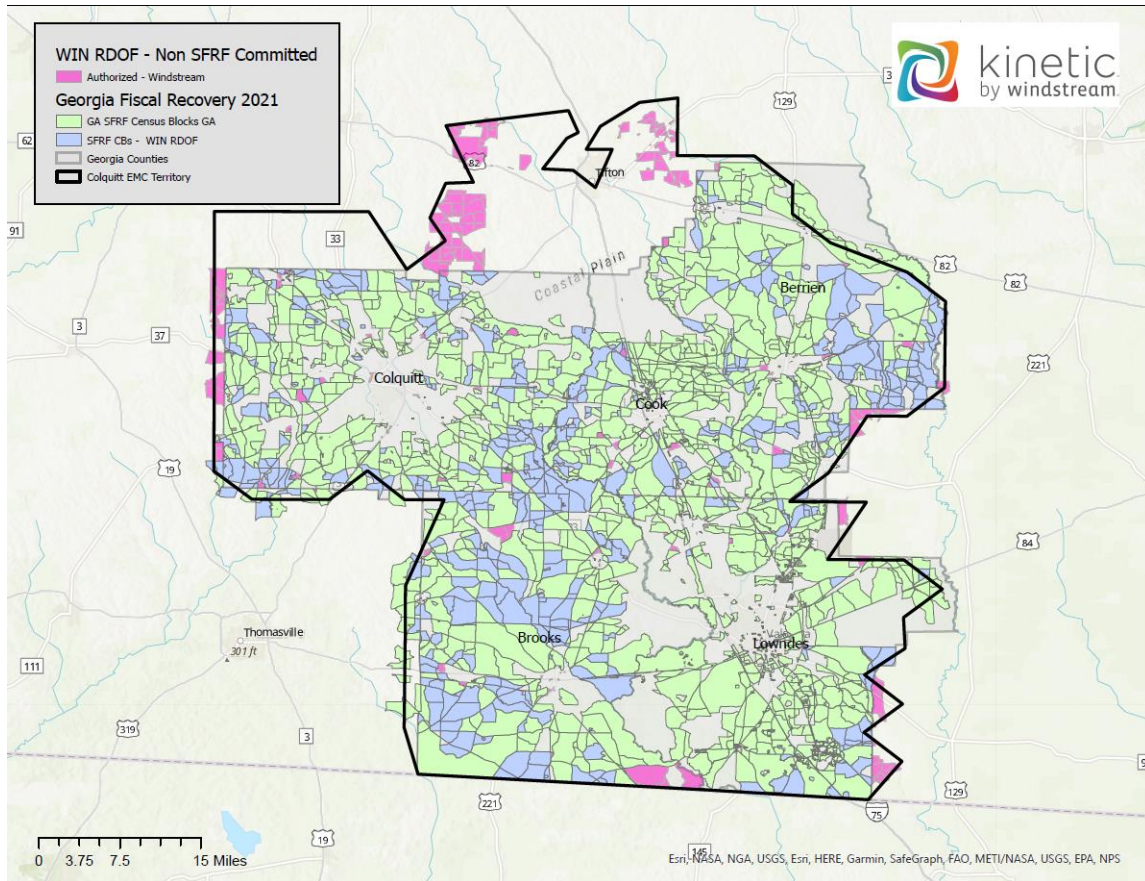
LEE COUNTY



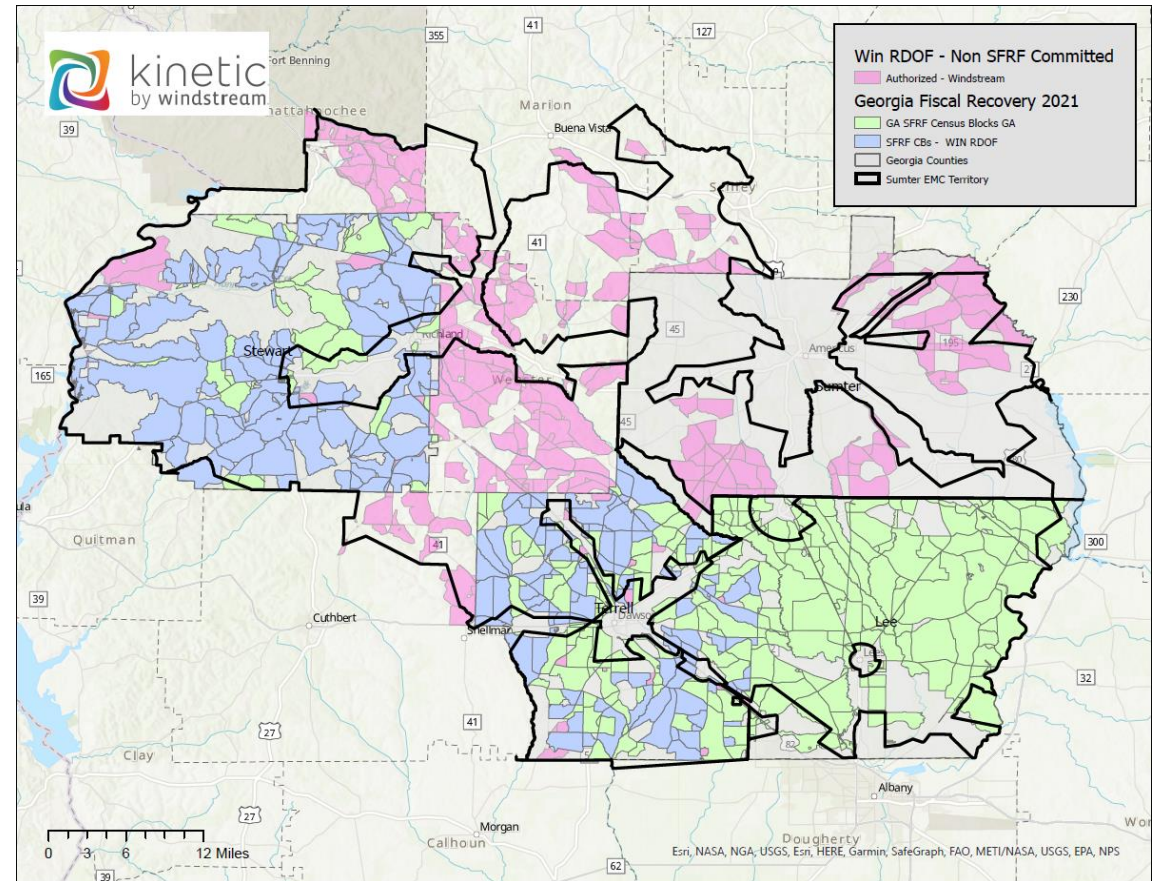
BALDWIN COUNTY



COLQUITT EMC

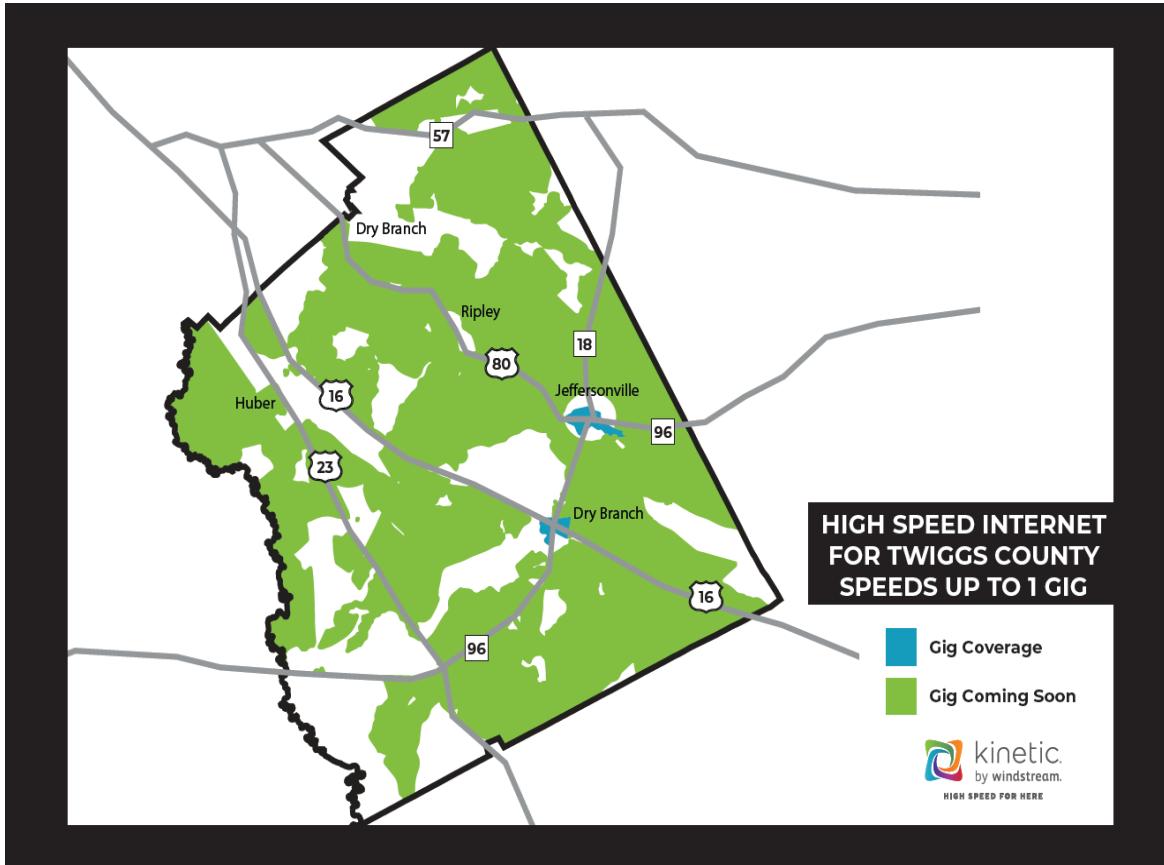


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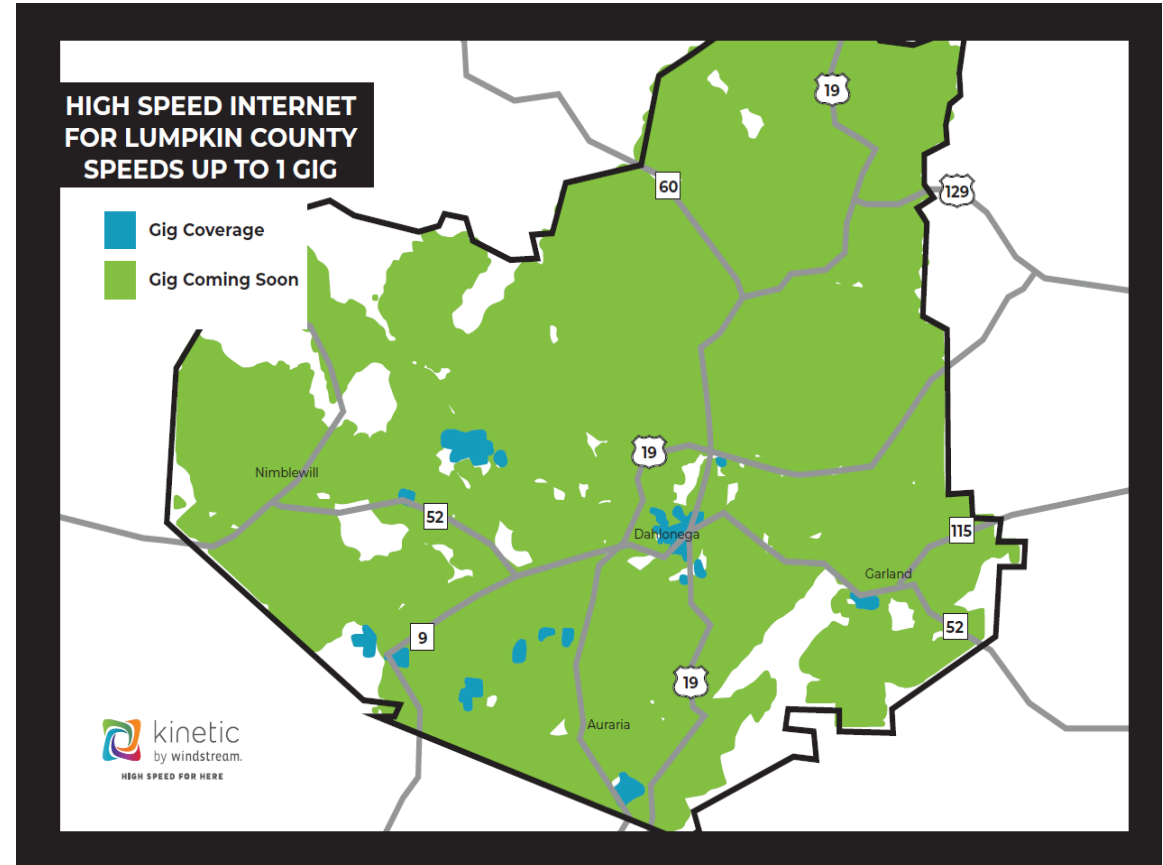


COUNTY MAPS

TWIGGS COUNTY

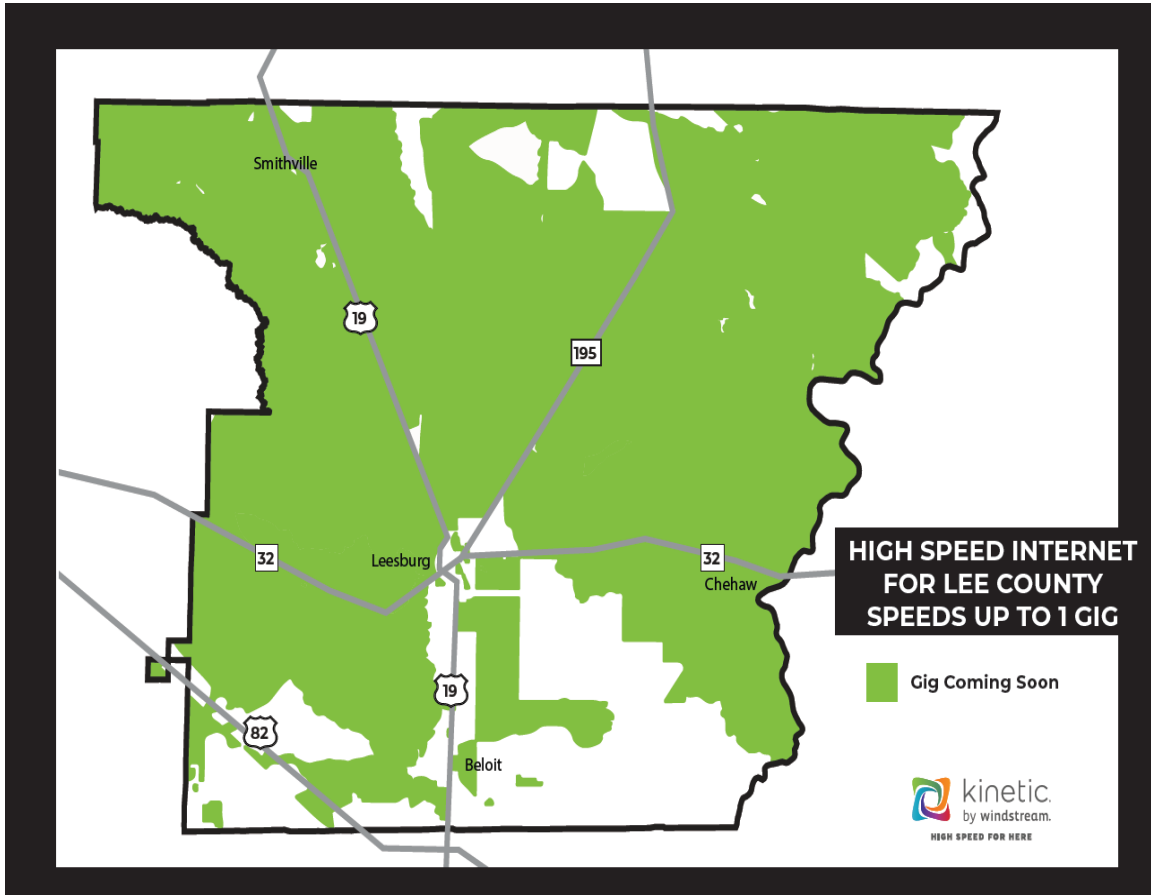


LUMPKIN COUNTY

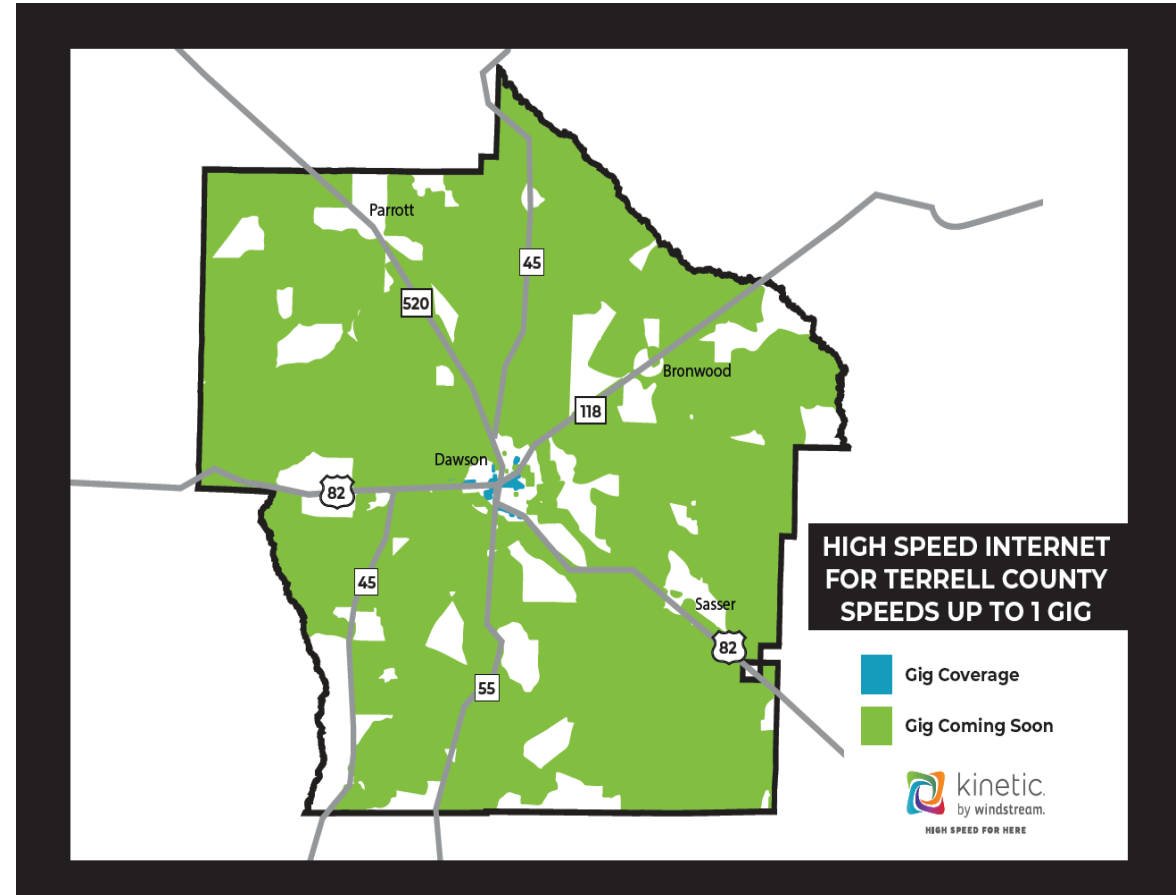


COUNTY MAPS

LEE COUNTY



TERRELL COUNTY



THANK YOU

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