

PANGAEA
INTERNET AT THE SPEED OF LIGHT

Impact Report 2019

Our Community Focus



PANGAEA gives back:

- 501(c)(3) funding results in low cost structure
- Community potential unleashed by fiber optic infrastructure
- Unparalleled customer service (100% very satisfied or satisfied)
- Fiber optic splicing scholarships = \$7.0K since 2014

CUSTOMER INSTALLATION GRANTS = \$263.1K since 2009

What We've Built

99.999% network uptime



Internet of Things (IoT)

noun

the interconnection via the Internet of computing devices embedded in everyday objects, enabling them to send and receive data.

Services We Provide



WHY CHOOSE PANGAEA?

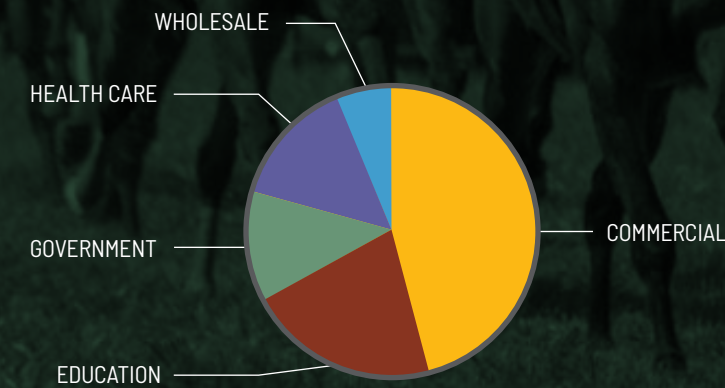
- PANGAEA has a 16 year history of helping Polk and Rutherford Counties
- Our Board of Directors are long time community leaders and some have served since PANGAEA's start in 2003
- As a local community owned and operated nonprofit company, we serve the community, not shareholders who demand a significant return on their investment
- 100% of our revenue is reinvested in our community organization and network
- As a 501(c)(3) company, PANGAEA has access to grant and partner funding that has covered most capital costs
- Operating efficiencies and our local staff results in lower prices and outstanding customer service

FASTER AND MORE RELIABLE INTERNET AND A BETTER PLACE TO LIVE AND WORK

Our Customers

PANGAEA's customers include: every public school in Polk and Rutherford counties, Thomas Jefferson Classical Academy, six municipal and two county governments (including libraries and fire stations), Isothermal Community College, St. Luke's and Rutherford Regional hospitals, as well as many medical offices and pharmacies. In addition we serve nearly 200 commercial customers, including the Tryon International Equestrian Center.

TOTAL CUSTOMERS

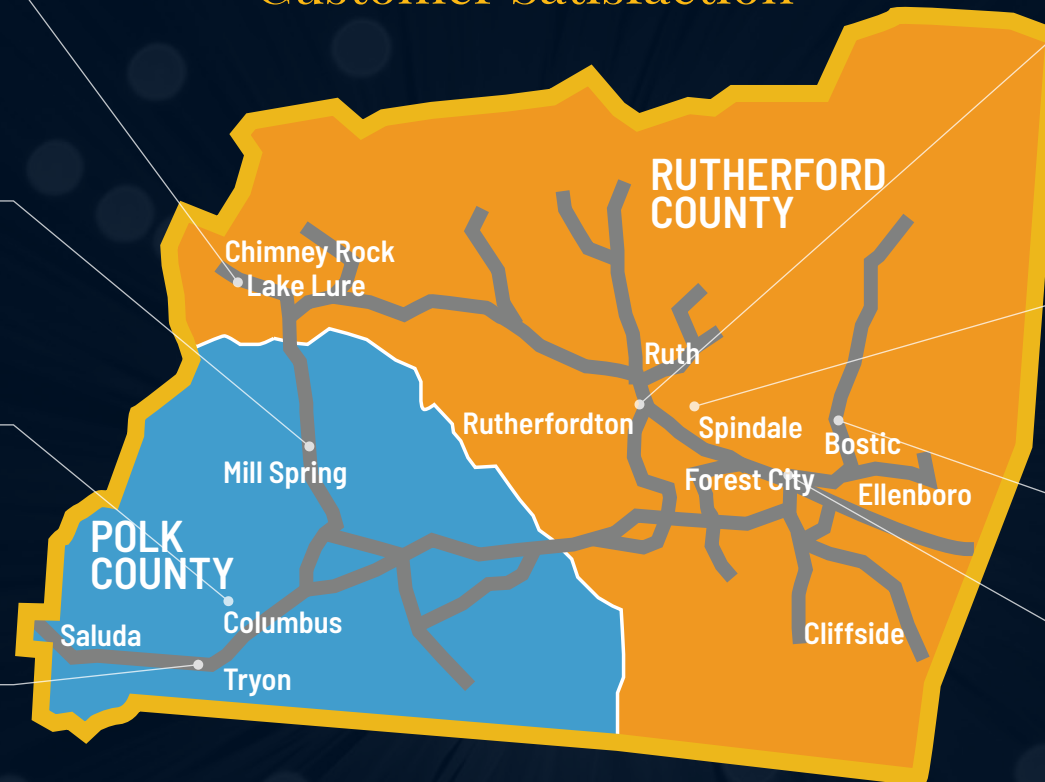


Markets Served:

- Education:** brings learning equality and unlimited potential to rural schools
- Health Care:** brings efficiency and worldwide medical knowledge next door
- Government:** centralized management and control saves money
- Commercial:** reliability, customer service, performance
- Wholesale:** unlimited bandwidth potential and cost savings

Customer Satisfaction

- LAKE LURE**
Monthly savings with much better results
Patricia Gergen, Gray Logs Cottage
- Very good value and speed**
Carole McKay, Sotheby's International Realty
- MILL SPRING**
Fast, reliable, and reasonably priced
Cathy Rogerson, Yetees Design & Screenprint
- I LOVE the high speed**
John Hugill, Medical Records Retrieval
- COLUMBUS**
I would recommend PANGAEA to everyone
Kelly McGowen, Gaming Tickets, Inc.
- Polk 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
- TRYON**
A local business that understands customer service
Kevin Powell, Tryon Daily Bulletin
- Great product, excellent customer service**
PJ Gonzalez, AdjusterPro



- RUTHERFORDTON**
I cannot recommend PANGAEA enough
Pastor Tim Marsh, First Baptist Church of Rutherfordton
- Team is friendly, knowledgeable and dedicated**
David Swain, Allrail, Inc. & Midway Baptist Church
- I could not ask for better than PANGAEA**
Tonya Portis, Puppawrazzi's
- SPINDALE**
Great service with fast speeds
Dr. Robert Scott Rash, Breakthrough Chiropractic
- High quality, high speed, low cost service**
Burke Jones, White Oak Carpet Mill
- BOSTIC**
We have never experienced an outage
John Cilone, FairHaven Nursing Home
- FOREST CITY**
We are glad we found PANGAEA
Theresa Swink, Forest City Housing Authority
- Increased our productivity**
Kyle Hankinson, KCH Engineered Systems

See all 95 testimonials at: <https://www.pangaea.us/customer-feedback/>

Meet PANGAEA

BOARD OFFICERS



Jim Edwards, President

Board Member since 2003

Jim retired in 2015 as the Executive Director for the Isothermal Planning & Development Commission. He currently provides consulting services to area local governments.



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 2003

Harry is Vice President/Commercial Relationship Officer with Integra Bank in Hendersonville, NC

BOARD DIRECTORS



Steve Garrison, Director

Board Member since 2016

Steve is the County Manager for Rutherford County, 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 and Program Management Consultant in Lake Lure, NC

STAFF



Ron Walters, Executive Director

Since 2007



Ken Griffin, Operations Director

Since 2015



Dana Connor, Network Technician

Since 2019



Carolyn Whitehead, Office Administrator

Since 2013

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.



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