

Welcome Chesapeake Beach

September 18, 2025

IQ FIBER

Agenda

- 1.** Who Is IQ Fiber?
- 2.** About the Tech
- 3.** Smarter Choices
- 4.** Getting Started
- 5.** Construction Communications
Our Equipment

Our Mission

The internet is now the heartbeat of our homes. Unlike cable and DSL, it should **run without interruption** or stress. IQ Fiber provides 100% fiber-optic fast internet, transparent pricing, and attentive customer service to deliver a smarter internet experience.

We're building a 100% Fiber-optic network.

We're a new kind of internet service provider.

- Founded by residents with deep telecom experience.

- Backed by a powerful financial partner:



- Featuring a dedicated team of live, US Based customer support experts.

- Over 2500 miles of fiber-optic network and counting!

- Serving thousands of customers in both public and privately owned communities in seven markets across Florida, Georgia, Delaware and Maryland. IQ Fiber also acquired Think Big Networks, a Maryland based provider, in January of 2025.



IQ FIBER PROPRIETARY AND CONFIDENTIAL

IQ FIBER

Why Fiber?



- DSL was built to deliver telephone service.
- Cable was built to deliver television service.
- FIBER IS BUILT TO DELIVER DATA OVER THE INTERNET.
- Fiber is the **fastest and most reliable** internet connection and we deliver it directly to your home.

Fiber is Better



GREAT FOR ZOOM AND GAMERS

Fiber has no data transfer delay, unlike cable and DSL. So, if you've ever been on a Zoom call where your image or audio were out of sync or dropped, that problem is solved. And if you're a gamer, we don't even need to explain the frustration of data delay.



STRONG AND DURABLE

Fiber cables carry light instead of electricity. So, unlike traditional electrical signals, inclement weather and extreme temperatures have no effect on your connection. Fiber technology is also resistant to corrosion which is ideal for the coastal communities around Jacksonville.



SYMMETRICAL SPEEDS

Fiber offers symmetrical speeds, so your upload speed equals your download speed. That means better video calls, faster gaming, and instant uploads.

What Makes IQ FIBER Different?



MORE SPEED

The fastest upload and download speeds available, no matter how many devices in your household are connected.



MORE RELIABILITY

Say good-bye to glitches, wait times, and network instability.



LESS STRESS

Our **Stress-Free Guarantee** means no contracts, no extra fees, and no data caps, ever.



ATTENTIVE

Our live customer experts answer 90% of calls in less than 30 seconds.

We Believe In Choice

Service is better when residents have more choices for internet service.

- Residents can keep their current provider or switch to IQ Fiber.
- Residents can choose the connection speeds that fit their needs, from standard 250 mb to super-fast 5 Gigs. Change anytime with no penalty.
- Simple monthly pricing means no long-term commitments, contracts, install fees, data caps, or hidden fees.
- Whole-home WiFi is included in all plans. No matter where you are in your home, you're connected.

One Monthly Price. No Hidden Fees.

250 MBPS	500 MBPS	1 GIG <i>Most Popular</i>	2 GIG <i>NEW OFFER</i>	5 GIG <i>Fastest Speeds</i>
\$ 65 /Month Good for a few users with limited connected devices ▶ 250 mbps symmetrical upload/download speeds ▶ New whole-home WiFi equipment included	\$ 75 /Month Great for using a few devices at the same time ▶ 500 mbps symmetrical upload/download speeds ▶ New whole-home WiFi equipment included	\$ 85 /Month Best for smart homes with many connected devices ▶ 1,000 mbps symmetrical upload/download speeds ▶ New whole-home WiFi equipment included	\$ 95 /Month Built for streaming, gaming and working without limits ▶ 2,000 mbps symmetrical upload/download speeds ▶ New multi-gig whole-home WiFi equipment included	\$ 125 /Month Fastest speed and future proof bandwidth ▶ 5,000 mbps symmetrical upload/download speeds ▶ New multi-gig whole-home WiFi equipment included

Every package includes free installation and WiFi equipment. There are no contracts, additional fees or taxes, or data caps.

Internet Is Now the Fourth Utility

You depend on your internet connection for work, play, shopping, and entertainment.

- More people work from home full-time or part-time than ever before.
- Video calling and conferencing has become crucial to staying connected with colleagues and family.
- Shopping for everything from groceries to hardware to clothes has moved online.
- More television and movie viewers than ever use their internet connection for streaming the content of their choice.
- Today, WiFi connects to appliances, security devices, health monitors, fitness equipment, cars, lighting, thermostats, and more.

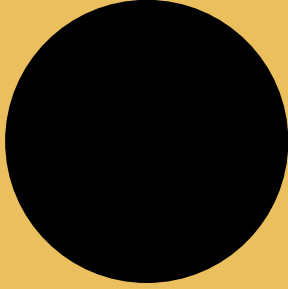


Appendix One:

Construction Communications Plan

Before Construction Begins

- Crews will leave a door hanger explaining the construction process to every home affected.
 - Includes contact information to report an issue and website address for FAQs.
- A postcard will be mailed to each home to let each household know that a new service provider is available.
- Coordination with city and municipal officials.
- News announcement/release to local news media.



IQ FIBER
A Smarter Internet Choice

**CONSTRUCTION
STARTS SOON**

IQ Fiber is a new state-of-the-art fiber-optic network that offers super fast, whole-home WiFi for one flat price and no surprises.

During Construction Phase:

We will make every effort to minimize the disruption to your neighborhood.

Our construction crews will be installing underground fiber cables and access vaults in the right of way easements during daylight hours. This work will require digging access holes and directional underground borings to install the conduit paths.

Underground utility locating firms will be painting lines and placing small flags to mark utilities. Please do not remove the flags, as it is state law that they remain in place during construction. The paint is water-based and will fade away, and all flags will be removed at the completion of construction. We suggest watering the sod after construction crews leave so that it may grow back. We appreciate your patience and understanding.

For more information and FAQs, please visit IQFiber.com/construction.

Visit IQFiber.com to Pre-Register Today!

During Construction

- Construction vehicles required to display license, contracting firm and IQ Fiber branding.
- Local phone customer service where residents can ask questions or report issues.
- Dedicated construction landing page to explain construction process and FAQs, with QR codes on construction signage lead directly to the page for questions or issues.
- 100% local team to address and solve any issues.
- Community manager and construction manager regularly on-site in construction zones.
- Door to door visits by trained IQ Fiber employees.

IQ FIBER
A Smarter Internet Choice

**CONSTRUCTION
UNDERWAY**



PRE-REGISTER TODAY!

Follow us @IQFIBER     | iqfiber.com | 904-289-1000

Post Construction

- 100% local team focused on providing exceptional service.
- Investment and engagement with the community.
- 100% 10 gig capable fiber-optic network for superior broadband access.

Our Commitment

- We are committed to serving the community in everything we do with excellent customer service and communication.
- Our goal is minimal disruptions during the construction process.
- We've partnered with leading builders and agreed upon strict guidelines for our construction projects to ensure there is natural restoration.
- Construction issues do arise and we have developed a process to respond to any of these matters quickly until resolution is complete.

Appendix Two:

Equipment

Customer Premise Equipment: Modem and Mesh WiFi Units

Equipment placed inside the customers home is called an Optical Network Terminal (ONT) and is essentially a modem with an optical internet connection and a router. Additional mesh WiFi units can be placed around the home as required to ensure seamless WiFi coverage. All indoor equipment has an unobtrusive consumer electronics style industrial design. The ONT is 8.5” tall and 4.75” wide.



eero 7



eero max 7



eero pro 7