

# **AECconnect, Inc. Board Meeting**

**April 20, 2026**



**Aiken Electric  
Cooperative, Inc.**

Your Touchstone Energy® Cooperative 

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CAROLINA**CONNECT**



# What does CarolinaConnect do?

- CarolinaConnect Cooperative operates as an Internet Service Provider, formed to provide service to Electric Cooperative Members in South Carolina.
- CarolinaConnect delivers fiber optics-based Internet access to over 47,000 consumers in Mid-Carolina, Newberry, and Aiken Electric Cooperative territories and adjacent out of territory areas.
- We provide all the business functions necessary to provide services including:
  - Billing
  - Customer service (account services)
  - Customer service (technical)
  - Marketing
  - Accounting
  - Network and equipment installation, maintenance, and operations
- We operate under the direction of our Board, which is made up of representatives from the electric cooperatives where we provide service.



# Customer Billing

- **CarolinaConnect produces monthly electronic end-user bills.**
- **We bill late charges and reconnect fees as necessary.**
- **We perform credit checks, then collect and manage customer deposits as appropriate.**
- **We perform all collection activities and perform disconnects as necessary for non-payment.**
- **CarolinaConnect produces electronic bills as a means to conserve resources and control costs.**
- **CarolinaConnect maintains and promotes various electronic payment options for customers.**



# Customer Service

- **The CarolinaConnect Customer Service team provides various customer contacts and support services daily.**
- **The various customer interactions include:**
  - **Answering customer phone calls and email inquiries**
  - **Entering and closing customer service orders**
  - **Scheduling installation appointments**
  - **Entering trouble tickets**
  - **Assisting customers in making payments over the phone and in setting up recurring electronic payment options**
  - **And handling any other customer inquiries**



# Technical Service

- **CarolinaConnect Installation/Repairmen install new services and respond to customer troubles. Installation includes setting-up and testing all wireless devices in the home to work with CC service.**
- **CarolinaConnect provides 24-hour technical support via Neonova.**
- **We also assist many customers via telephone without a formalized trouble ticket.**
- **We assist our businesses customers with their specific issues.**



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# Accounting/Material Management

- **CarolinaConnect provides all accounting functions associated with our operations.**
- **Receivables, Payables and all reporting are done in house and audited by an outside auditing firm each year.**
- **Inventory management for all materials needed in the network and for the customer premises is also managed in house.**
- **Network gear includes routers, switches, servers, Calix OLTs, DC Power Plant equipment and other materials.**
- **Premise inventory includes Calix ONTs (GigaCenters, GigaPoints, and GigaSpires), premise fiber, conduit, and other materials needed for installations.**



# Network Operations

- **CarolinaConnect operates a core network of six Cisco ASR9903 routers which connect via multiple 100Gbps links. These links run on a Dense Wave Division Multiplexing DWDM system that is designed with future growth in mind. CarolinaConnect has recently increased all core router to router connections to 200Gbps.**
- **The core routers connect via layer 2 switches and Edge Routers to over 60 Calix Optical Line Terminals (OLTs) in service areas centered around Electric substations.**
- **The OLTs connect via Electric Cooperative owned fiber to over 47,000 customer premise locations where our Internet service is delivered.**
- **Various high bandwidth customers are served by our Metro Ethernet service. These high bandwidth customers' traffic is provisioned through the network separately from our PON (Passive Optical Network) based internet connections.**



# Network Operations

- We maintain and manage redundant high bandwidth upstream connections into Columbia, SC and Atlanta, GA.
- We maintain various cache servers in our network.
- We provide Voice over IP telephone services to our customers.
- CarolinaConnect maintains and manages our pool of IPv4 and IPv6 addresses and acquires additional IPv4 addresses when needed.
- We operate a carrier grade NAT (network address translation) system which allows us to efficiently utilize the scarce IPv4 address assets we have purchased.
- CarolinaConnect maintains a speed test server, DNS servers, and various operations servers which maintain connectivity to our billing provider and our Calix network gear.
- We maintain DC Power plants with standby battery backup at each of our 60+ network equipment sites.



# Marketing



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# NPS Survey

Early Results



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Question 1

How likely are you to recommend CarolinaConnect to your friends and family?

Responses

4825

Question 2

What is the primary reason for the rating you gave?

Responses

4585

Question 3

Is there anything we can do to improve your experience with us?

Responses

3410

Question 4

Would you be interested in adding these enhancements to your broadband service? (check all that apply)

Responses

2488

Question 5

What has caused you to choose/stay with CarolinaConnect as our customer? (check all that apply)

Responses

4749



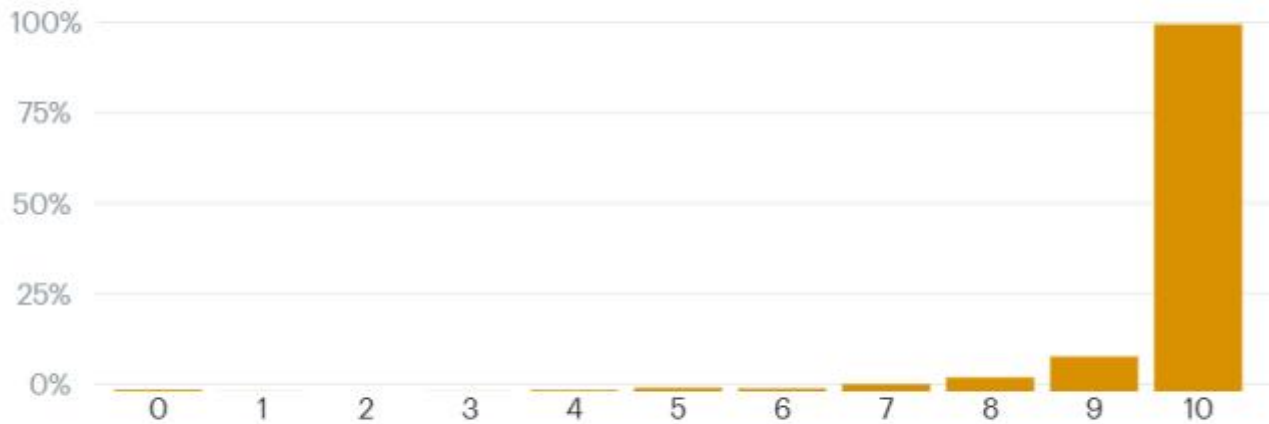
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Question 1 has 4825 answers (Range)

Average rating: 9.7

## "How likely are you to recommend CarolinaConnect to your friends and family?"



Sent:	43,196 emails
Delivered:	42,758
Bounce Rate:	438
Completed:	4825

Question 1: **93%** Chose 9 or 10  
85% Chose 10!  
Only 2.5% Chose 0-6

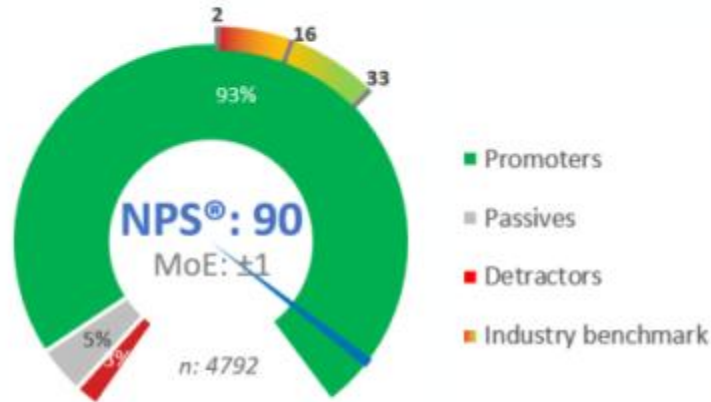
Early Results: **90 NPS**

**Phenomenal!!!!**



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Net Promoter Score<sup>SM</sup> is 90 with a margin of error of ±1\*

Type	% Responses	# Responses
Promoters	92.5%	4,434
Passives	5%	236
Detractors	2.5%	123

Response Rate: 11.2%

\* Margin of Error Calculation

You are in the **100<sup>th</sup>** percentile of the **Internet service** industry



<https://delighted.com/nps-benchmarks>

What is a Good NPS Score?



Leverage Promoters for Google and Facebook reviews.

Better star rating increases organic search prominence.



An NPS of 90 is **WORLD CLASS!**



Much more to come!

6 Factors affecting your Net Promoter Score

Apple NPS = 72	amazon NPS = 62	NETFLIX NPS = 68
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- Simple and reliable products
- Fast, forward and quality services
- Amazing customer service
- Unique and innovative products/offers
- Exceptional customer experience
- High customer loyalty

[Companies with a High NPS](#)

[5 Tips for Boosting Net Promoter Score](#)



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# Competition



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Unlimited Data, No Contracts, No Hidden Fees

<p>Save \$5 bundled with Mobile</p> <p><b>Core</b> 100 / 10 Mbps Ideal for: Up to 3 devices</p> <p>\$48.99 <b>\$24<sup>99</sup></b> /mo</p> <p>Price includes discounts</p> <p>Pricing Details</p> <p>Select Plan</p> <ul style="list-style-type: none"> <li>Internet Price Guaranteed for 24 Months</li> <li>Free Equipment &amp; WiFi Your Way For 12 Months</li> </ul>	<p>Save \$5 bundled with Mobile</p> <p><b>Fast</b> 200 / 20 Mbps Ideal for: Up to 6 devices</p> <p>\$68.99 <b>\$29<sup>99</sup></b> /mo</p> <p>Price includes discounts</p> <p>Pricing Details</p> <p>Select Plan</p> <ul style="list-style-type: none"> <li>Internet Price Guaranteed for 24 Months</li> <li>Free Equipment &amp; WiFi Your Way For 12 Months</li> </ul>	<p>Get 1 month free AND \$100 prepaid gift card</p> <p><b>Ultrafast</b> 500 / 50 Mbps Ideal for: Up to 11 devices</p> <p>\$88.99 <b>\$39<sup>99</sup></b> /mo</p> <p>Price includes discounts</p> <p>Pricing Details</p> <p>Select Plan</p> <ul style="list-style-type: none"> <li>Internet Price Guaranteed for 24 Months</li> <li>Free Equipment &amp; WiFi Your Way For 12 Months</li> </ul>	<p>Get 1 month free AND \$250 prepaid gift card</p> <p><b>Gigafast</b> 1000 / 50 Mbps Ideal for: 12+ devices</p> <p>\$108.99 <b>\$39<sup>99</sup></b> /mo</p> <p>Price includes discounts</p> <p>Pricing Details</p> <p>Select Plan</p> <ul style="list-style-type: none"> <li>Internet Price Guaranteed for 24 Months</li> <li>Free Equipment &amp; WiFi Your Way For 12 Months</li> </ul>
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**INTERNET ADVANTAGE**  
100 Mbps Internet

High-speed internet at a budget-friendly price. For qualifying customers only.

**\$30<sup>99</sup>** /mo  
for 1 year

Shop now

- Spectrum Mobile® included for 1 year
- Add Advanced WiFi for \$10/mo
- No contracts

**INTERNET PREMIER**  
500 Mbps Internet

Internet speeds that can handle it all.

**\$50<sup>99</sup>** /mo  
for 1 year

Shop now

- Free installation and activation
- Spectrum Mobile included for 1 year
- Add Advanced WiFi for \$10/mo
- No contracts

**Best value**  
**INTERNET GIG**  
1 Gig Internet

Get the ultimate experience ideal for serious gamers, streamers and large homes.

**\$70<sup>99</sup>** /mo  
for 1 year

Shop now

- Free installation and activation
- Spectrum Mobile included for 1 year
- Advanced WiFi included
- No contracts

<p><b>STANDARD INTERNET</b></p> <p><b>\$39<sup>99</sup></b> /mo</p> <p>Add to Cart</p> <p>Download speeds up to 100 Mbps Upload speeds up to 10 Mbps</p> <p>View Download Facts</p>	<p><b>ZIPSTREAM 1 GIG</b></p> <p><b>\$59<sup>99</sup></b> /mo</p> <p>Add to Cart</p> <p>Download speeds up to 1 Gbps Upload speeds up to 50 Mbps</p> <p>View Download Facts</p>	<p><b>ULTRA INTERNET</b></p> <p><b>\$49<sup>99</sup></b> /mo</p> <p>Add to Cart</p> <p>Download speeds up to 100 Mbps Upload speeds up to 20 Mbps</p> <p>View Download Facts</p>
<p><b>ESSENTIAL INTERNET</b></p> <p><b>\$29<sup>99</sup></b> /mo</p> <p>Add to Cart</p> <p>Download speeds up to 200 Mbps Upload speeds up to 10 Mbps</p> <p>View Download Facts</p>		

<p>Up to <b>2 Gig</b> Upload &amp; Download Speeds</p> <p>Now <b>\$95<sup>99</sup></b> /mo</p> <p>Includes all fees and taxes.</p> <ul style="list-style-type: none"> <li>Free WiFi 6E modem/router</li> <li>Free installation by certified install technician worth \$200</li> <li>Connect unlimited WiFi devices</li> <li>Lock in this price for life</li> <li>No asterisks</li> </ul> <p>Enhance +</p>	<p>Up to <b>1 Gig</b> Upload &amp; Download Speeds</p> <p>Now <b>\$85<sup>99</sup></b> /mo</p> <p>Includes all fees and taxes.</p> <ul style="list-style-type: none"> <li>Free installation by certified install technician worth \$200</li> <li>Connect unlimited WiFi devices</li> <li>Lock in this price for life</li> <li>No asterisks</li> </ul> <p>Enhance +</p>	<p>Up to <b>500 Mbps</b> Upload &amp; Download Speeds</p> <p>Now <b>\$65<sup>99</sup></b> /mo</p> <p>Includes all fees and taxes.</p> <ul style="list-style-type: none"> <li>Free WiFi modem/router</li> <li>Free installation by certified install technician worth \$200</li> <li>Connect unlimited WiFi devices</li> <li>No asterisks</li> </ul> <p>Enhance +</p>
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<p>AT&amp;T Fiber</p> <p><b>Internet 500</b></p> <p>★★★★ 40 (5731)</p> <p><b>\$65</b> /mo + taxes &amp; equip. fee</p> <p>\$10/mo equip. fee applies. Ltd. availability. Activate &amp; Renewal fee apply.</p> <p><b>\$100 Reward Card</b> when you order online. Redemption req'd.</p> <p>INTERNET 500</p> <p>Key Features &amp; Benefits</p> <p>500 Mbps equal upload/download speeds<sup>1</sup></p> <p>20x faster upload speeds than cable<sup>2</sup></p> <p>More bar for even more households<sup>3</sup></p>	<p>AT&amp;T Fiber</p> <p><b>Internet 1000</b></p> <p>★★★★ 39 (3652)</p> <p><b>\$80</b> /mo, plus tax</p> <p>Price after \$10/mo. AutoPay &amp; paperless billing discount (within 2 bills). One-time install charge may apply. Ltd. availability. Renewal card. Redemption req'd. See offer details.</p> <p><b>\$150 Reward Card</b> when you order online. Redemption req'd.</p> <p>INTERNET 1000</p> <p>Key Features &amp; Benefits</p> <p>1000 Mbps equal upload/download speeds<sup>1</sup></p> <p>25x faster</p>	<p>AT&amp;T Fiber</p> <p><b>Internet 300</b></p> <p>★★★★ 41 (10674)</p> <p><b>\$55</b> /mo, plus tax</p> <p>Price after \$12/mo. AutoPay &amp; paperless billing discount (within 2 bills). One-time install charge may apply. Ltd. availability. Renewal card. Redemption req'd. See offer details.</p> <p><b>\$50 Reward Card</b> when you order online. Redemption req'd.</p> <p>INTERNET 300</p> <p>Key Features &amp; Benefits</p> <p>300 Mbps equal upload/download speeds<sup>1</sup></p> <p>15x faster</p>
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<p><b>Fiber 500</b></p> <p><del>\$70</del> <b>\$65/month</b></p> <p>*With Fiber AutoPay, plus taxes &amp; fees.</p> <p>As low as \$55/mo. for qualifying customers.</p> <p>Uploads just as fast as downloads—up to 14x faster than cable.</p> <p>3 Promotions</p> <ul style="list-style-type: none"> <li>\$10 discount when you sign up with Fiber AutoPay</li> <li>5-year Price Guarantee. Exclusions like taxes &amp; fees apply.</li> <li>T-Mobile customers enjoy \$10/mo discount while you maintain a postpaid voice line.</li> </ul> <p>Includes:</p> <ul style="list-style-type: none"> <li>WiFi 6 router included</li> <li>Installation included</li> <li>Unlimited data</li> <li>Exclusive perks with T-Mobile Tuesdays</li> </ul>	<p><b>Fiber 1 Gig</b></p> <p><del>\$85</del> <b>\$75/month</b></p> <p>*With Fiber AutoPay, plus taxes &amp; fees.</p> <p>As low as \$55/mo. for existing customers.</p> <p>With Wi-Fi mesh access point.</p> <p>Step up to even more speed and performance in more places.</p> <p>3 Promotions</p> <ul style="list-style-type: none"> <li>\$10 discount when you sign up with Fiber AutoPay</li> <li>5-year Price Guarantee. Exclusions like taxes &amp; fees apply.</li> <li>T-Mobile customers enjoy \$10/mo discount while you maintain a postpaid voice line.</li> </ul> <p>Includes:</p> <ul style="list-style-type: none"> <li>WiFi 6 router included</li> <li>Mesh Wi-Fi extender, as needed</li> <li>Installation included</li> <li>Unlimited data</li> <li>Exclusive perks with T-Mobile Tuesdays</li> </ul>	<p><b>Fiber Founders Club 2 Gig</b></p> <p><del>\$90</del> <b>\$70/month</b></p> <p>*With Fiber AutoPay, plus taxes &amp; fees.</p> <p>With Wi-Fi mesh access point.</p> <p>Outstanding speeds and bandwidth in our exclusive package.</p> <p>2 Promotions</p> <ul style="list-style-type: none"> <li>Founders Club with 10-year Price Guarantee. In select locations only.</li> <li>\$10 discount when you sign up with Fiber AutoPay</li> </ul> <p>Includes:</p> <ul style="list-style-type: none"> <li>WiFi 6 router included</li> <li>Mesh Wi-Fi extender, as needed</li> <li>Installation included</li> <li>Unlimited data</li> <li>Exclusive perks with T-Mobile Tuesdays</li> </ul>
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<p>100 Mbps</p> <p><b>\$24<sup>99</sup></b> /mo</p> <p>Supports essential internet tasks.</p> <p>Check availability</p> <p>Included offers:</p> <ul style="list-style-type: none"> <li>Save an extra \$20/mo when you bundle with AT&amp;T Wireless®</li> </ul>	<p>1 Gig</p> <p><del>\$69.99</del> <b>\$39<sup>99</sup></b> /mo</p> <p>Delivers a smooth online experience for heavy internet users.</p> <p>Check availability</p> <p>Included offers:</p> <ul style="list-style-type: none"> <li>\$100 Kinetic Reward Prepaid Mastercard®</li> <li>Save an extra \$20/mo when you bundle with AT&amp;T Wireless®</li> </ul>	<p>2 Gig</p> <p><del>\$119.99</del> <b>\$99<sup>99</sup></b> /mo</p> <p>Built for ultra-fast speeds for high demand users.</p> <p>Check availability</p> <p>Included offers:</p> <ul style="list-style-type: none"> <li>\$200 Kinetic Reward Prepaid Mastercard®</li> <li>Save an extra \$20/mo when you bundle with AT&amp;T Wireless®</li> </ul>
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Prices include a \$5.00/mo discount with AutoPay, option to double at next step.

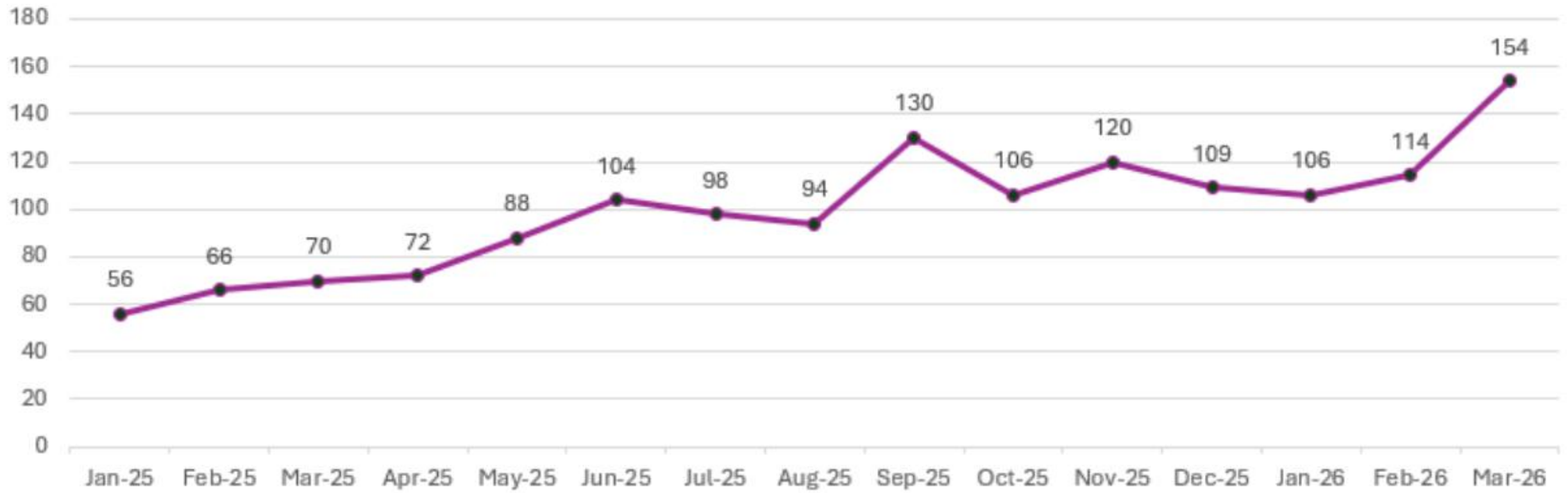
	Lowest Tier	1 Gig	2 Gig	8 Gig
<b>CarolinaConnect</b>	\$49.95 (350)	\$79.95 (1Gig)	\$99.95 (2.5 Gig)	\$149.95 (8 Gig)
<b>Spectrum</b>	\$30 (100)	\$60 (1Gig)		
<b>Kinetic/Windstream</b>	\$24.99 (100)	\$49.99 (1Gig)	\$89 (2 Gig)	
<b>Google Fiber</b>	\$30 (100)	\$70 (1 Gig)	\$100 (3 Gig)	\$150 (8 Gig)
<b>Comporium</b>	\$29.94 (100)	\$59.94 (1 Gig)	\$119.94 (2 Gig)	\$134.94 (5 Gig)
<b>AT&amp;T/Gigapower</b>		\$65 (1 Gig)	\$100 (2 Gig)	
<b>Lumos</b>	\$40 (200)	\$70 (1 Gig)	\$100 (2 Gig)	
<b>Ripple</b>		\$85 (1 Gig)	\$95 (2 Gig)	
<b>Upcountry</b>	\$50 (250)	\$80 (1 Gig)	\$95 (2.5 Gig)	\$125 (8 Gig)
<b>Breezeline</b>	\$20 (100)	\$45 (1Gig)		
<b>Comcast</b>	\$30 (100)	\$70 (1Gig)		



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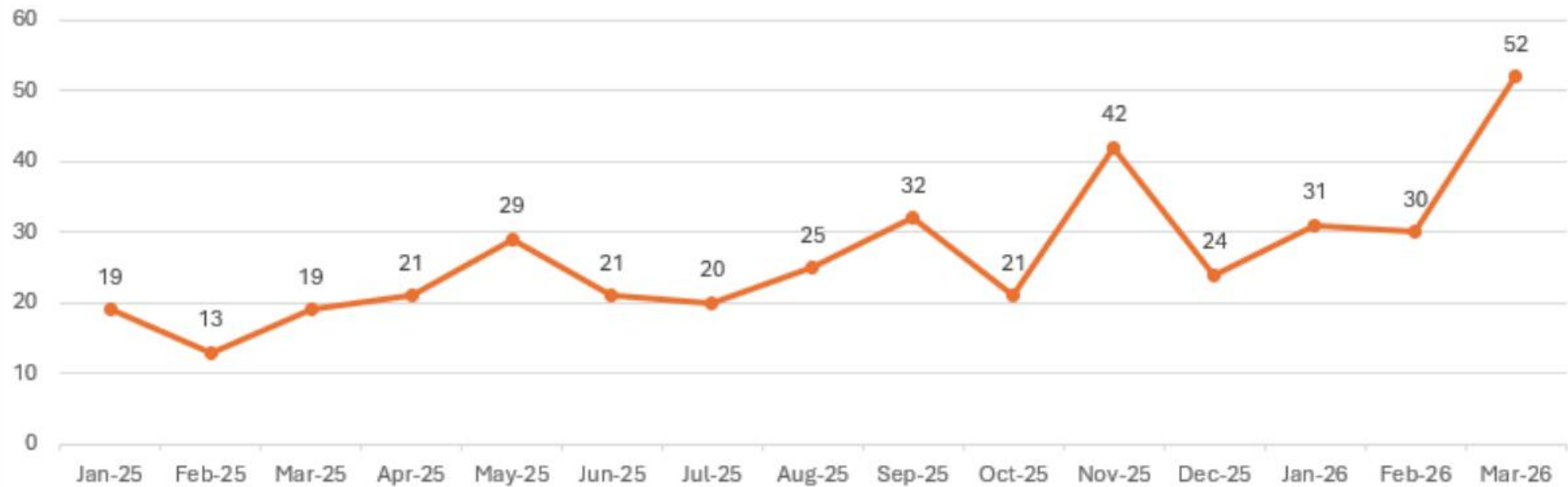
## AEC's Total Disconnects for Jan-2025 - Mar-2026



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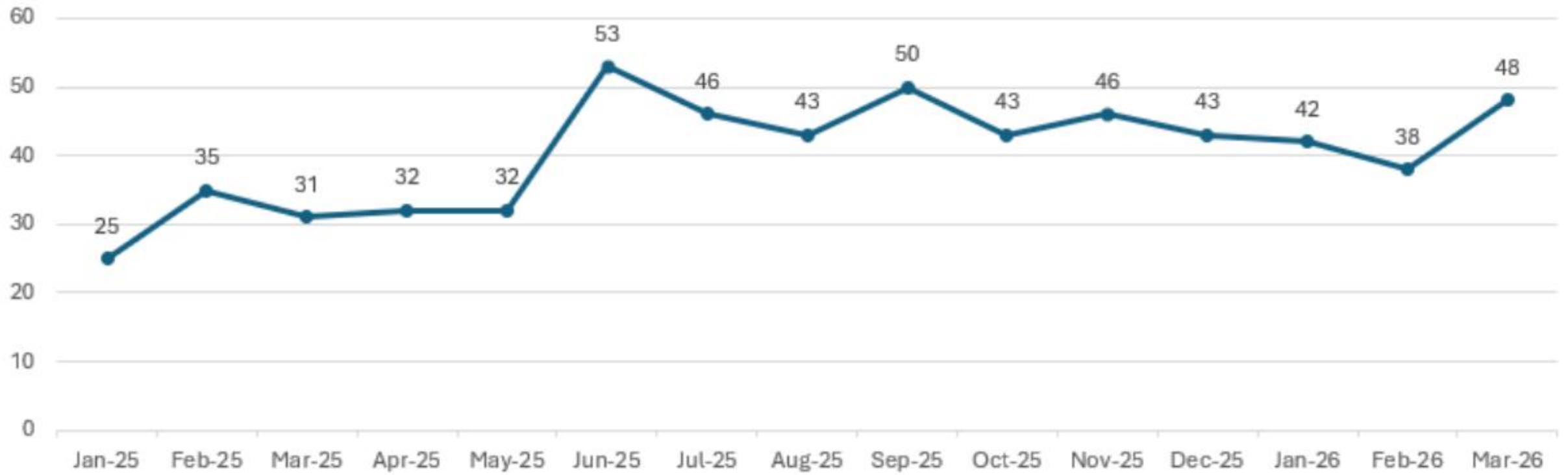
## Disconnects due to going with a New Provider



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## Disconnects due to Moving



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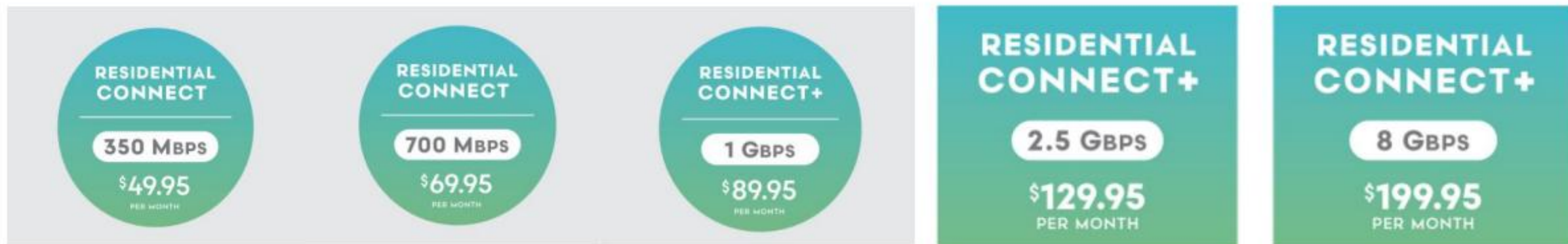
# Introduced New Residential Plans



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# Previous Residential Plans



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# New Plans/Personas



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**Digital Architect**



Command your connected ecosystem with seamless speed and wall-to-wall WiFi coverage—ensuring every device, from server rack to smart speaker, performs flawlessly.

**8 Gig  
\$149.95**

**Easy-to-Use Mobile App (Connect CC)**

Design your network, your way—remote control, device prioritization, and full visibility, all at your command with the Carolina CC app.

**Built in Cyber Security (Protect IQ)**

Stay ahead of threats with real-time protection and precise control over who accesses your network—engineered for those who build and manage connected environments with confidence.

**Experience IQ**

Shape your network your way—set limits, prioritize devices, and manage digital life with precision and ease.

**Cover Every Area of your Home, including Outdoors with Outdoor WiFi**

Enjoy Seamless WiFi Everywhere—Indoors and Out! Extend powerful, reliable coverage to every corner of your home, including patios, poolside and garages, with our advanced Outdoor WiFi solution.”

**Tech Enthusiast**



Whether you're powering smart home setups or juggling devices across generations, this plan delivers seamless speed and wall-to-wall WiFi—so everyone stays connected, from every room.

**2.5 Gig  
\$99.95**

**Easy-to-Use Mobile App (Connect CC)**

Remote control for your Wi-Fi—precision access, real-time adjustments, and full network visibility, all powered by the Carolina CC app.

**Built in Cyber Security (Protect IQ)**

Spot and stop threats in real time and control who's on your network—so your setup stays fast, safe, and fully yours.

**Experience IQ**

Take control of your digital domain—optimize bandwidth, automate screen time, and fine-tune content filters for a smarter, safer network.

**WiFi 7 Router**

Experience next-gen speed and reliability with our Wi-Fi 7-powered router—built for ultra-connected homes, gamers, and remote pros.

**Connected Family**



From homework uploads and weekend gaming to work from home meetings, this plan delivers consistent high-speed access and wall-to-wall WiFi—so every device, in every room, runs like it's hardwired.

**1 Gig  
\$79.95**

**Easy-to-Use Mobile App (Connect CC)**

Tap, tweak, and take charge—your family's Wi-Fi is now in your hands with the Carolina CC app.

**Built in Cyber Security (Protect IQ)**

Identify and block online threats in real time and manage who can access your network—so your family stays protected and connected, without the worry.

**Parental Controls (Experience IQ)**

Keep kids safe, set healthy limits, and make sure everyone gets the speed they need—peace of mind for parenting in the digital age.

**Digital Minimalist**



You need reliable connectivity for essential tasks like email, banking, browsing, and basic communication from every room in your home.

**350 Mbps  
\$49.95**

**Easy-to-Use Mobile App (Connect CC)**

Remote control for your Wi-Fi—now just a tap away with the Carolina CC app.

**Built in Cyber Security (Protect IQ)**

Identify and block threats real-time and manage who can access your network.

**WiFi 7 Router**

Engineered for precision: Our Wi-Fi 7 router delivers ultra-low latency and multi-link reliability, ideal for designing resilient, high-performance networks.

# Why?



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### SIMPLE AND SECURE

#### 100Mbps Symmetrical

Our commitment to a simple, secure and hassle-free Internet experience. Our advanced managed Wi-Fi 6 system ensures seamless whole-home coverage, while built-in cyber security ensures on-line protection for you and your loved ones. Plus, tailor your on-line experience with our free app.

We recommend a mesh Wi-Fi extender for optimal coverage of your home's square footage for \$495/mo.

- ✓ Lightning-fast Wi-Fi 6 system
- ✓ Unlimited Data
- ✓ Built-in cyber security
- ✓ Full control in your hands with our Wi-Fi app
- ✓ Elite support 24/7
- ✓ SmartTown - Wi-Fi on the Go

\$59.95 /mo

Sign Up

### CONNECTED HOME

#### 1 GIG Symmetrical

Imagine an Internet experience so fast, reliable, and uninterrupted you can do anything you want, on-line, without worries. A cutting edge and lightning-fast system that will take your experience to the next level.

- ✓ Lightning-fast Wi-Fi 6 system
- ✓ Unlimited Data
- ✓ Built-in cyber security
- ✓ Full control in your hands with our Wi-Fi app
- ✓ Enhanced parental controls
- ✓ Elite support 24/7
- ✓ SmartTown - Wi-Fi on the Go

\$99.95 /mo

Sign Up

GTM  
Transformation



#### For the Connected Family

Safe online spaces for your kids and reliable for everyone.



#### For the High Techies

The anywhere, anytime, amazing high tech experience.



#### For the Home Tech Starter

Experience reliable Wi-Fi at a starter-friendly price for young starters.



#### For the Simple and Secure

Bringing you closer to the people you love. In a budget-friendly way.

sctelcom®

# 2.7%

## Increase in higher offering take rates

# 2%

## Increase in Customer ARPU in 4 months



### Our Products

Internet

 <b>Residential 1 Mbps Internet</b> Start at \$29.99 1 Mbps download speeds. Perfect for email, social media, and streaming HD video.	 <b>Residential 250 Mbps Internet</b> Start at \$49.99 250 Mbps download speeds. Streaming HD content, online gaming, and HD video conferencing.	 <b>Small Business 100 Mbps Internet</b> Start at \$59.99 100 Mbps download speeds. Perfect for small business, remote work, and HD video conferencing.
 <b>Small Business 250 Mbps Internet</b> Start at \$69.99 250 Mbps download speeds. Perfect for small business, remote work, and HD video conferencing.	 <b>Small Business 500 Mbps Internet</b> Start at \$89.99 500 Mbps download speeds. Perfect for small business, remote work, and HD video conferencing.	 <b>Small Business 1000 Mbps Internet</b> Start at \$119.99 1000 Mbps download speeds. Perfect for small business, remote work, and HD video conferencing.

Telephone



Connected Home Services

### Internet Packages Designed with You in Mind

Gibson Connect offers fast and reliable fiber plans to meet your internet needs. Select the option below that best fits you and your home.



Family

Create a safer online environment and enjoy peace of mind with always-on protection.

Connect and Protect



Gaming

Download games in a snap and focus on battling the other team, not your Wi-Fi.

Game All Day



Work from Home

Build the life and career you want with our fast and reliable internet.

Love Your Office



Simple & Secure

When you need a simple internet package that is budget-friendly, we have you covered.

Keep it Easy

# 12%

**Increase in take on upper tier offerings over speed/price only**

# \$100k+

**Generated in additional annual revenues**

**All achieved with zero changes to service offerings or billing codes, just a **persona-focused** marketing approach.**

# What has happened?



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# We are seeing a shift in buying patterns.

## Upgrades

Cooperative Totals - 11/01/26 thru 03/31/26	Gain	Loss	Percentage Loss	Net Upgrade	Percent
MCEC	640	-50	7.81%	590	56.62%
NEC	104	-12	11.54%	92	8.83%
AEC	433	-73	16.86%	360	34.55%
<b>Total</b>	<b>1177</b>	<b>-135</b>	<b>11.47%</b>	<b>1042</b>	

## New Customer Orders

Historical Cumulative Speed Percentages	
350M	62.5
700M	21.6
1G	15.5
2.5G	0.0004
8G	too small

MARCH- 2026		
350M	201	48.67%
1G	167	40.44%
2.5G	35	8.47%
8G	10	2.42%
	<b>413</b>	



CAROLINA**CONNECT**

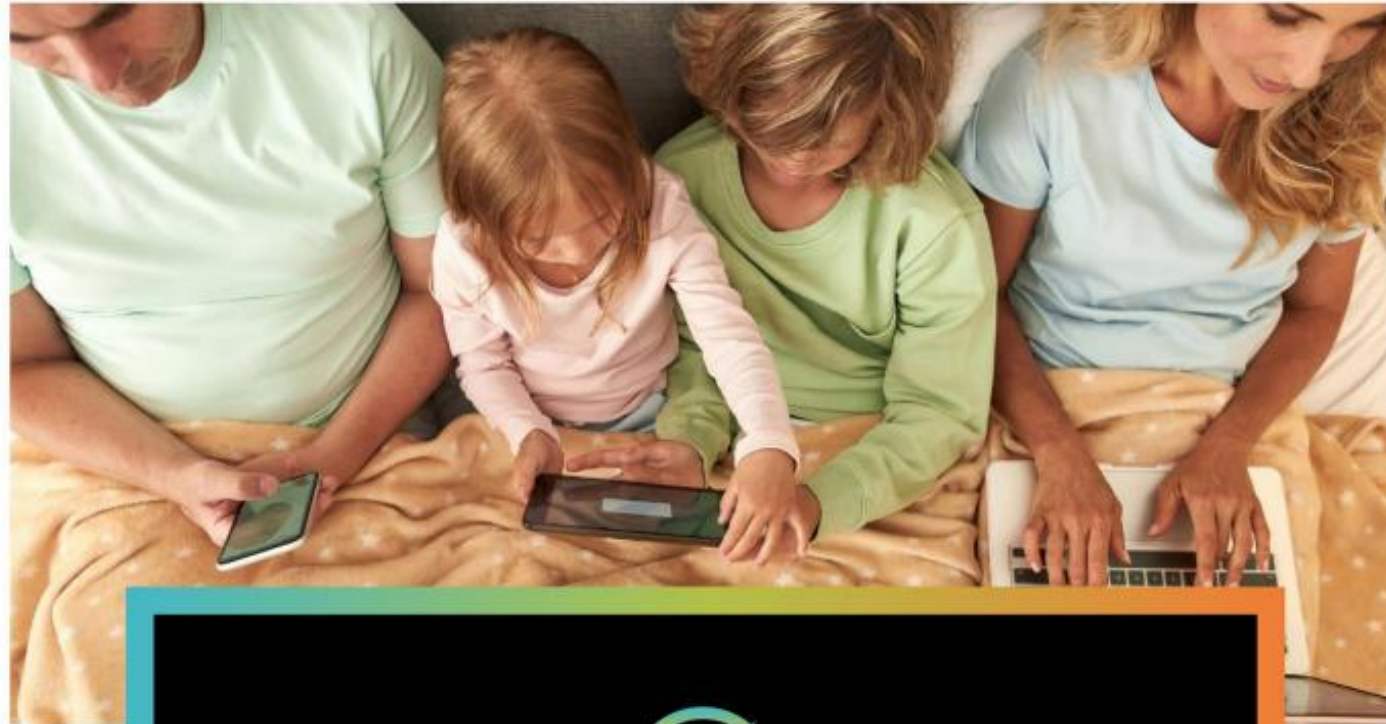
internet made better

# Redesigned the Website



CAROLINA**CONNECT**

internet made better



## Connection is everything.

CarolinaConnect customers enjoy no-gimmick, all-in pricing and satisfaction scores six times higher than the industry average.

Residential Plans

From the digital minimalists staying in touch with email and video chats, to the digital architects helping shape our online world, our customers can find the perfect plan no matter what their purpose.

FIRST MONTH FREE & NO INSTALLATION FEE



The Digital Architect

The most firepower available for those helping shape our online world. From server rack to smart speaker, every device will perform flawlessly.

- Protect IQ Cyber Security
- Wall-to-Wall and Outdoor Wi-Fi
- Device Prioritization with Easy-to-Use Mobile App
- Wi-Fi 7 Router

8 Gbps

\$149<sup>95</sup>  
per month, all in

Sign Up



The Tech Enthusiast

Smart home set ups. Go-for-broke gamers. Juggling devices across generations. This plan packs enough punch for all of the above with seamless speed and wall-to-wall Wi-Fi.

- Protect IQ Cyber Security
- Wall-to-Wall Wi-Fi
- Device Prioritization with Easy-to-Use Mobile App
- Wi-Fi 7 Router

2.5 Gbps

\$99<sup>95</sup>  
per month, all in

Sign Up



The Connected Family

From homeworkers to work-from-homers to gamers and beyond, this plan delivers wall-to-wall Wi-Fi so every device, in every room, runs like it's hardwired.

- Experience IQ Parental Security
- Protect IQ Cyber Security
- Wall-to-Wall Wi-Fi
- Device Prioritization with Easy-to-Use Mobile App

1 Gbps

\$79<sup>95</sup>  
per month, all in

Sign Up



The Digital Minimalist

Reliable connectivity for today's most essential functions. It's perfect for fueling email, banking, browsing and basic communication from every room in your home.

- Protect IQ Cyber Security
- Wall-to-Wall Wi-Fi
- Easy-to-Use Mobile App

350 Mbps

\$49<sup>95</sup>  
per month, all in

Sign Up



## Take Wi-Fi wall-to-wall (and beyond).

Run the smartest of homes with seamless speed.

### The Tech Enthusiast

- Protect IQ Cyber Security
- Wall-to-Wall Wi-Fi
- Device Prioritization with Easy-to-Use Mobile App
- Wi-Fi 7 Router

**2.5**  
Gbps

**\$99<sup>95</sup>**  
per month, all in

[Sign Up](#)

[Compare Plans](#)

# Ramped Up Digital Advertising/ Social Media



CAROLINA**CONNECT**

internet made better



For homes  
where devices  
outnumber  
people.



For those  
with the  
smartest  
homes.



For those who  
can't go  
fast enough.



CAROLINA CONNECT

internet made better

# Focusing on Upgrades with Existing Customers



CAROLINA**CONNECT**

internet made better



  
**Got the gifts? Get the gig  
 for just \$10 more.**  
 CAROLINACONNECT

**Don't spoil this year's fun  
 with last year's speeds.**

Every year there's a little more tech under the tree. So **we've lowered the price on our 1 Gig Connected Family Package.** For just \$10 more than your current plan, you'll get the additional firepower designed to run a home full of devices at simultaneous peak performance. And with cyber security, advanced parental controls and an easy-to-use mobile app included at no extra cost, it's the value you'd expect from the area's only local provider that's never raised its prices.

This holiday, you deserve no-gimmick pricing and service you can rely on.

You deserve **internet made better**

**The Connected Family**

**1  
 Gbps**

Work-from-home, do homework and stream with no interruption.

~~\$89.95~~  
**\$79.95**  
 per month, all in

**6x**

**Higher Customer Satisfaction**

16 is the average Net Promoter Score among internet service providers. CarolinaConnect's score is 90.



9/10 CUSTOMERS RECOMMEND



CAROLINACONNECT  
 P.O. BOX 867 LEXINGTON, SC 29021



MAIL CODE  
 MR RYON EDWARDS  
 OR CURRENT RESIDENT  
 750 MEETING STREET  
 LEXINGTON SC 29072-7240

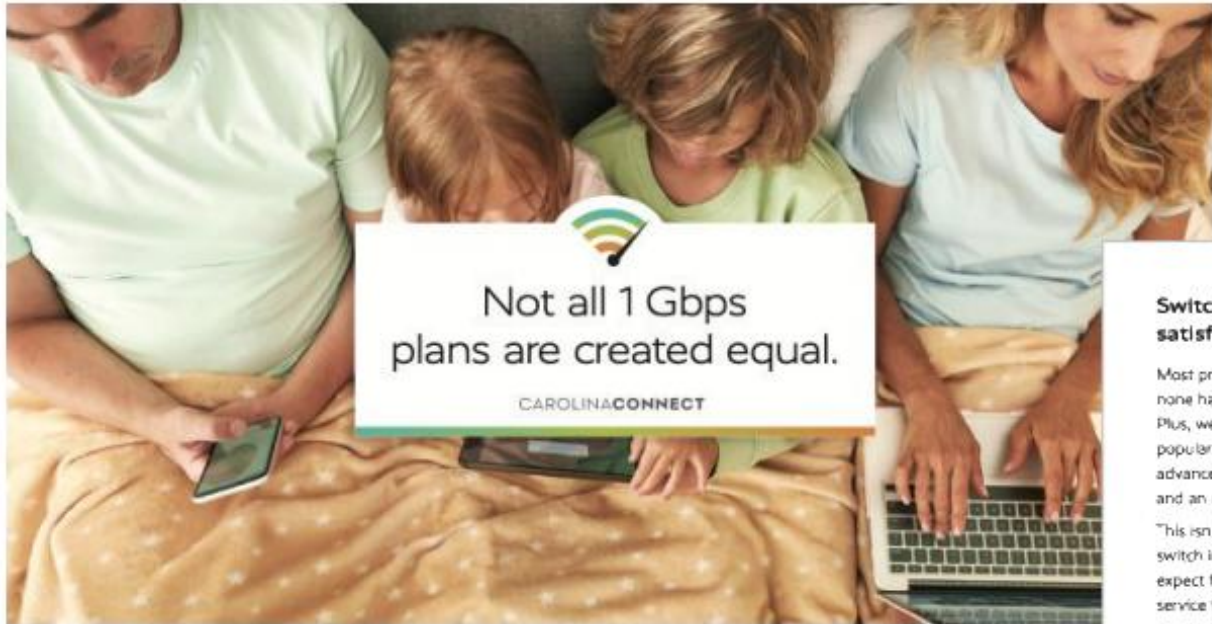
**CALL OR E-MAIL TODAY TO UPGRADE**

**803.785.3455**  
**Info@CarolinaConnect.com**



**CAROLINACONNECT**

**internet made better**



Not all 1 Gbps plans are created equal.

CAROLINACONNECT

Switch and save with the most satisfied customers around.

Most providers offer speeds up to 1 Gbps. But none have a higher rate of customer satisfaction. Plus, we've lowered the price on our most popular plan, which includes cyber security, advanced parental controls, wall-to-wall Wi-Fi and an easy-to-use mobile app at no extra cost.

This isn't a one-time promotion or bait-and-switch introductory offer. It's the value you'd expect from the local provider who puts service first.

You deserve no-gimmick pricing and service everyone can rely on.

You deserve *internet made better*.

The Connected Family

1 Gbps

Work-from-home, do homework and stream with no interruption.

~~\$89.95~~  
**\$79.95**

per month, all in

6x

Higher Customer Satisfaction

6x is the average Net Promoter Score among internet service providers. CarolinaConnect's score is 90.



9/10 CUSTOMERS RECOMMEND



CAROLINACONNECT  
P.O. BOX 667 LEESINGTON, VA 22071



MAIL CODE  
MR RYON EDWARDS  
OR CURRENT RESIDENT  
750 MEETING STREET  
LEESINGTON, SC 29072-7340

Switch today at  
[www.CarolinaConnect.com](http://www.CarolinaConnect.com)  
803.785.3455



CAROLINACONNECT

internet made better



Got the gifts? Get the gig  
for just \$10 more.

CAROLINACONNECT

**Don't spoil this year's fun with last year's speeds.**

Every year there's a little more tech under the tree. So, we've lowered the price on our **1 Gig Connected Family Package**. For just \$10 more than your current plan, you'll get the additional firepower designed to run a home full of devices at simultaneous peak performance. And with cyber security, advanced parental controls and an easy-to-use mobile app included at no extra cost, it's the value you'd expect from the area's only local provider that's never raised its prices.

This holiday, you deserve no-gimmick pricing and service you can rely on.

You deserve internet made better.

**The Connected Family**

**1**

**Gbps**

Work-from-home, do homework and stream with no interruption.

~~\$89.95~~

**\$79.95**

per month, all in

Call or Email Today to Upgrade

803.785.3455 or [upgrade@carolinacconnect.com](mailto:upgrade@carolinacconnect.com)



CAROLINACONNECT

P.O. Box 1007  
Clemson, SC 29631

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We are providing the email because you requested more information from CarolinaConnect.

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You can update your preferences or unsubscribe from this page.



**Connection  
is everything.**

The right plan for anyone; more value for everyone.

That's how you build customer satisfaction that's six times the industry average. As the area's only local internet service provider, we know that there's a unique set of circumstances behind every door in the communities we serve. So we offer a variety of new, dependable plans with gimmick-free pricing.

This is **internet made better**

FIRST MONTH  
**FREE**



**NO  
INSTALLATION  
FEE**



CAROLINACONNECT

POWERED BY LEVEL 3 NETWORK COMMUNITIES



Aiken Electric  
Cooperative, Inc.

CarolinaConnect.com 803.785.3455

# Focusing on Acquisitions Where We Have Service Available



CAROLINA CONNECT

internet made better

Your electric co-op membership has perks  
(like access to the best internet service available).



The Digital Architect

8  
Gbps

Get the most firepower available for the person who networks everything.

\$149<sup>95</sup>  
per month, all in



The Tech Enthusiast

2.5  
Gbps

Run the smartest of homes with seamless speed.

\$99<sup>95</sup>  
per month, all in



The Connected Family

1  
Gbps

Work-from-home, do homework and stream with no interruption.

\$79<sup>95</sup>  
per month, all in



The Digital Minimalist

350  
Mbps

Power what matters, from email to the family digital photo frame.

\$49<sup>95</sup>  
per month, all in

CAROLINACONNECT internet made better

More value for everyone.

With packages tailored to just about everyone, Aiken Electric members can dial in exactly what they need to complement their lives. So, whether you're a digital minimalist, a digital architect, or anything in between, switch to Internet made better. You'll enjoy all-in, no-gimmick pricing and the highest customer service scores in the industry.

FIRST MONTH  
FREE  
&  
NO  
INSTALLATION  
FEE

SWITCH TODAY AT  
[www.CarolinaConnect.com](http://www.CarolinaConnect.com)  
803.785.3455

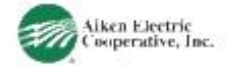
6x

Higher Customer Satisfaction

16x is the average Net Promoter Score among Internet service providers. CarolinaConnect's score is 90.



9/10 CUSTOMERS RECOMMEND



P.O. BOX 547, FORT WORTH, TX 76101

MAIL CODE  
MR RYON EDWARDS  
OR CURRENT RESIDENT  
750 MEETING STREET  
1 FORT WORTH, TX 76101



CAROLINACONNECT

internet made better

# Not everyone hates their internet provider.



CarolinaConnect customers enjoy the highest customer service scores in the industry.

CAROLINACONNECT internet made better

## Local service is better service.

CarolinaConnect customers report satisfaction scores six times higher than the industry average. That's the difference a local provider with superior value and impeccable service can make. So don't spend another month frustrated with your internet. Take advantage of your Aiken Electric membership and switch to internet made better today.



SWITCH TODAY AT  
[www.CarolinaConnect.com](http://www.CarolinaConnect.com)  
803.785.3455

# 6x

## Higher Customer Satisfaction

16 is the average Net Promoter Score among internet service providers. CarolinaConnect's score is 90.



9,730 CUSTOMERS RECOMMEND



P.O. BOX 467 LEXINGTON, SC 29071

MAIL CODE  
MR RYON EDWARDS  
OR CURRENT RESIDENT  
750 MEETING STREET  
LEXINGTON SC 29072 7340



CAROLINACONNECT

internet made better

Superior performance.  
Superior value.



Your electric co-op membership makes you eligible for the best internet for connected homes.

8 Gbps

\$149<sup>95</sup>  
per month, all in

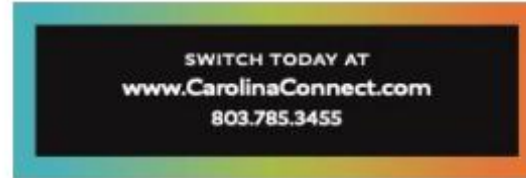
2.5 Gbps

\$99<sup>95</sup>  
per month, all in



### The internet shouldn't hold you back.

Today's households are optimized with smart devices of all kinds. And that demands an uncompromising speed and dependability. That's why CarolinaConnect delivers high performance plans with all-in, no-gimmick pricing and includes all the extras others charge for. Check out our 2.5 and 8 Gbps plans today to get the most from your connected lifestyle and Aiken Electric membership.



6x

### Higher Customer Satisfaction

16x the average Net Promoter Score among internet service providers. CarolinaConnect's score is 90.



9/10 CUSTOMERS RECOMMEND



CAROLINACONNECT



Aiken Electric Cooperative, Inc.

P.O. BOX 1417, FLORENCE, SC 29502

MAIL CODE  
MR RYON EDWARDS  
OR CURRENT RESIDENT  
750 MEETING STREET  
FLORENCE SC 29502-7340



CAROLINACONNECT

internet made better



# Connection is everything.



#### The right plan for anyone; more value for everyone.

That's how you build customer satisfaction that's six times the industry average. As the area's only local internet service provider, we know that there's a unique set of circumstances behind every door in the communities we serve. So we offer a variety of new, dependable plans with gimmick-free pricing.

This is **internet made better**

## 6x

#### Higher Customer Satisfaction

6x is the average Net Promoter Score among internet service providers. CarolinaConnect's score is 90.



8/10 CUSTOMERS RECOMMEND



CAROLINACONNECT



Aiken Electric  
Cooperative, Inc.

CarolinaConnect.com 803.785.3455

# Pushing App Adoption



CAROLINA**CONNECT**

internet made better

ACCOUNT    MANAGE ACCOUNT

CAROLINACONNECT    Residential    Business    Mobile Service    About

**Tools & Resources**

**Tips and Tools to get the most out of your internet service.**

Explore our ever-expanding library of resources, curated to continue enhancing your internet service. And get started by learning more about the Connect CC app that puts a better wireless experience right at your fingertips.

**Scrutable Control**

No more menu mess. Our new dashboard control puts your tools at your fingertips.

- bandwidth tools
- parental controls
- network information



**Parental Controls & Security Features**

Personalized controls and security tools to manage and protect network usage.

- pause the internet at bedtime
- block nasty sites
- fend off hackers



**Real Time Alerts & Performance Stats**

Information to keep you in the know.

- Wi-Fi network status
- performance stats
- security alerts



**Important note:** If your Wi-Fi network (wireless SSID name and password) is already configured, be sure to skip that step in the setup process.

Take your Wi-Fi to the next level. Download the all-new Connect CC app from the App Store or Google Play today.




**Getting the best out of internet made better.**

Performing a Speed Test using the App



Getting to know Tips and Announcements



An introduction to People



MyNetwork Mode




Learn more about Enhanced Cybersecurity



Elevate your outdoor entertainment experience






CAROLINACONNECT  
**UPDATE**



**Unlock your free cyber-security and parental controls.**


With security breaches, cyber-fraud and age-inappropriate content constantly on the rise, we're doing all we can to protect our customers. **That's why we offer free cyber security and parental controls in our user-friendly app, Connect CC.**


Search either the Apple App Store or the Google Play Store for Connect CC, then install it on your mobile device. **Please remember that your Wi-Fi network is already set up, so be sure to skip that step when prompted.**

With Connect CC you can easily manage your home Wi-Fi from your smartphone to keep everyone safe, secure and connected. Plus, plans are in development to allow for real time communications regarding service interruptions. Just one more way we are delivering internet made better.







CAROLINACONNECT  
P.O. Box 1607  
Lexington, SC 29071

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We are sending this email because you requested more information from CarolinaConnect.  
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You can update your preferences or unsubscribe from this list.

# Updated Offices and Refreshed Collateral



CAROLINACONNECT

internet made better

# Connection is everything.



CAROLINACONNECT



Switch to **internet made better** and get your first month free with no installation fee.

[www.carolinaconnect.com](http://www.carolinaconnect.com)



## The right speeds for anyone. More value for everyone.

With packages tailored to digital minimalists, digital architects and everyone in between, customers can dial in exactly what they need to complement their lives.

The Digital Architect	The Tech Enthusiast	The Connected Family	The Digital Minimalist
<b>8 Gbps</b> Get the most firepower available for the person who networks everything.	<b>2.5 Gbps</b> Run the smartest of homes with seamless speed.	<b>1 Gbps</b> Work-from-home, do homework and stream with no interruption.	<b>350 Mbps</b> Power what matters, from email to the family digital photo frame.
<b>\$149<sup>95</sup></b> per month, all in	<b>\$99<sup>95</sup></b> per month, all in	<b>\$79<sup>95</sup></b> per month, all in	<b>\$49<sup>95</sup></b> per month, all in

**internet made better** Non-members add \$10/month

CarolinaConnect customers enjoy satisfaction scores six times higher than the industry average. That's internet made better — the most reliable service available with no-gimmick pricing from the area's only local provider. Free installation and your first month free mean there's nothing to lose.

FREE MONTHLY  
NO  
INSTALLATION  
FEE

**Switch today and save including:**

- No contracts, ever
- No rate hikes, hidden fees or equipment charges
- Faster speeds than cable, DSL, satellite and wireless modems
- Unlimited data
- Free cyber security and parental controls with our user-friendly app

**6x Higher Customer Satisfaction**  
95 is the average Net Promoter Score among internet service providers. CarolinaConnect's score is 90.

★★★★★  
9/10 CUSTOMERS RECOMMEND

**VoIP**  
Telephone service for your home

**\$24<sup>95</sup>**  
per month

CAROLINACONNECT

IN PARTNERSHIP WITH

Aiken Electric Cooperative, Inc.

Sign up for service:  
[CarolinaConnect.com](http://CarolinaConnect.com)

**internet made better**

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★★★★★  
9/10 CUSTOMERS RECOMMEND

**VoIP**  
Telephone service for your home

**\$24<sup>95</sup>**  
per month

CAROLINACONNECT

MEMBER OF AIKEN ELECTRIC COOPERATIVE

**HAVE QUESTIONS?**

Marshall Myers  
Broadband Specialist  
(803) 652-6606  
[mmyers@aiken-co-op.org](mailto:mmyers@aiken-co-op.org)

Sign up for service:  
[CarolinaConnect.com](http://CarolinaConnect.com)

**internet made better**

# Just Introduced Outdoor Wi-Fi



CAROLINA**CONNECT**

internet made better

Outdoor Wi-Fi

### Live wide open with Outdoor Wi-Fi.

We're proud to be the only local provider to offer **outdoor Wi-Fi configurations** that deliver seamless internet inside and out. So whether it's movie night on the deck, an email session from the she-shed or streaming music down by the dock, you don't have to wall off access to the fastest internet available.



- Elite support at every touch point from install to the life of the service
- Personalized outdoor Wi-Fi installed at no charge
- Tested and proven hardened outdoor Wi-Fi system
- Robust app, with built-in security and remote device control

Add Outdoor Wi-Fi to any CarolinaConnect plan for just \$14.95 a month.

Call 803.785.3455 or email [info@CarolinaConnect.com](mailto:info@CarolinaConnect.com)



Explore Outdoor Wi-Fi



### Wireless is good. Wall-less is better.

Internet made better means no limits on your connectivity. That's why we're the only local provider to offer **outdoor Wi-Fi configurations** that deliver seamless internet inside or out. So, whether it's movie night on the deck, an email session from the she-shed or streaming music around the pool, don't wall off access to the fastest internet available.

Add Outdoor Wi-Fi to any CarolinaConnect plan for just \$14.95 a month.

Call 803.785.3455

Email at [info@carolinaconnect.com](mailto:info@carolinaconnect.com)



CAROLINACONNECT

P.O. Box 1667  
Lexington, SC 29071

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Live  
wide open.



Live  
wide open.



CAROLINA CONNECT

internet made better



**Wireless is good.  
Wall-less is better.**

INTRODUCING  
**Outdoor Wi-Fi.**

CAROLINACONNECT

## Synch outside the box.

Internet made better means no limits on your connectivity. That's why we're the only local provider to offer **outdoor Wi-Fi configurations** that deliver seamless internet inside or out. So, whether it's movie night on the deck, an email session from the she-shed or streaming music down at the dock, don't wall off access to the fastest internet available.

- Call or email today and start living wide open with:**
- Elite support at every touch point from install to the life of the service
  - Personalized outdoor Wi-Fi installed at no charge
  - Tested and proven hardened outdoor Wi-Fi system
  - Robust app, with built-in security and remote device control

**Add Outdoor Wi-Fi to any CarolinaConnect plan for just \$14.95 a month.**

Info@carolinaconnect.com | 803.785.3455  
www.carolinaconnect.com

FIRST MONTH  
**FREE**

NO  
INSTALLATION  
**FEE**

**6x**  
Higher Customer Satisfaction

16 is the average Net Promoter Score among internet service providers. CarolinaConnect's score is 90

★★★★★  
87% CUSTOMERS RECOMMEND



MAIL CODE  
MR RYDAN EDWARDS  
OR CURRENT RESIDENT  
750 MEETING STREET  
FAYETTEVILLE SC 29525-7340



CAROLINACONNECT

internet made better



Live wide open  
with  
Outdoor Wi-Fi.

We're proud to be the only local provider to offer **outdoor Wi-Fi configurations** that deliver seamless internet inside and out. So whether it's movie night on the deck, an email session from the she-shed or streaming music down by the dock, you don't have to wall off access to the fastest internet available.

- 🔗 Elite support at every touch point from install to the life of the service
- 🔗 Personalized outdoor Wi-Fi installed at no charge
- 🔗 Tested and proven hardened outdoor Wi-Fi system
- 🔗 Robust app, with built-in security and remote device control



Add Outdoor Wi-Fi to any CarolinaConnect plan for just \$14.95 a month.

CALL  
803.785.3455

EMAIL  
[info@carolinaconnect.com](mailto:info@carolinaconnect.com)



CAROLINA**CONNECT**

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Aiken Electric  
Cooperative, Inc.

# Marketing Calendar



CAROLINA**CONNECT**

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CAROLINA**CONNECT**



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CAROLINA**CONNECT**



# Board Presentation

March 31<sup>st</sup> 2026



CAROLINA CONNECT

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# April Billing Internet Connections

<b>NEC:</b>	<b>7,189 + 10</b>
<b>AEC:</b>	<b>17,783 + 78</b>
<b>MCEC:</b>	<b><u>21,890 + 31</u></b>
<b>TOTAL:</b>	<b>46,862 + 119</b>



# March Non-pay Disconnects

**NEC: 127**

**AEC: 419**

**MCEC: 362**

**TOTAL: 908**



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# Active Voice April Billing

**828 lines/ 778 customers**  
**+ 7 lines**



CAROLINA**CONNECT**

internet made better

FEBUARY DISCONNECTED AGREEMENTS							
	MCEC	MCEC CC	NEC	NEC CC	AEC	AEC CC	TOTAL:
CUTTING COSTS	2	0	1	0	0	0	3
DECEASED	5	0	1	0	2	0	8
NON PAYMENT	30	0	11	0	29	4	74
MOVING	48	0	10	2	27	12	99
NO LONGER NEEDED	12	0	5	0	8	1	26
UNHAPPY WITH SERVICE	0	0	0	0	0	2	2
OTHER	2	0	0	0	4	0	6
NEW PROVIDER	20	1	3	0	14	2	40
<b>TOTAL:</b>	<b>119</b>	<b>1</b>	<b>31</b>	<b>2</b>	<b>84</b>	<b>21</b>	<b>258</b>



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## February Order Cancellations Before Install

	MCEC	NEC	AEC
Customer did not want to wait for drop work.	0	0	0
Customer staying with current provider due to pricing.	2	0	2
Unhappy with drop work.	0	0	0
Can no longer afford.	0	0	0
Moving	2	0	0
Unable to serve per Co-op	0	0	0
Other – No reason provided.	3	1	5
<b>Total:</b>	<b>7</b>	<b>1</b>	<b>7</b>



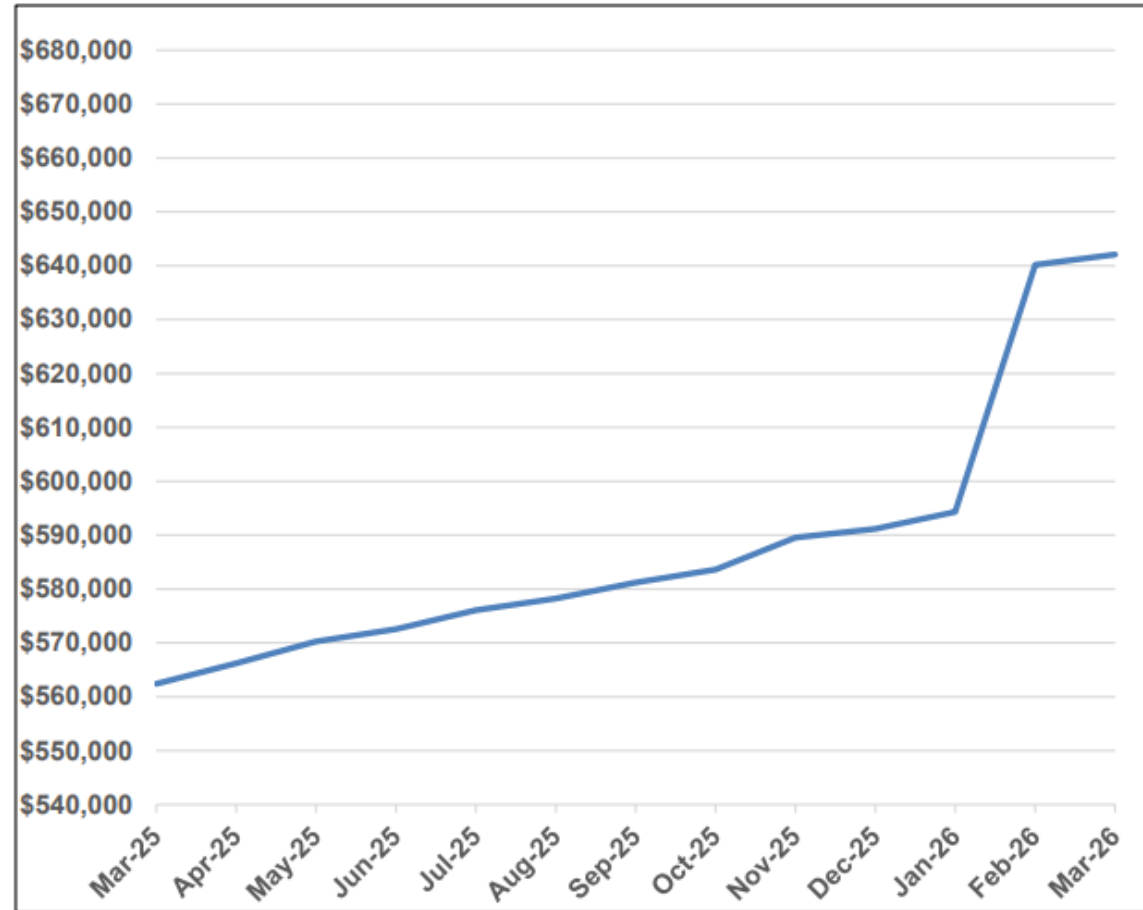
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# Revenue Share MCEC

**Revenue Share: 615,211**  
**Metro E: 4,990**  
**CC Services: 15,427**  
**Surcharge: 4,900**  
**VOIP: 1,554**  
**Total: 642,082**

**Last month: 640,142**

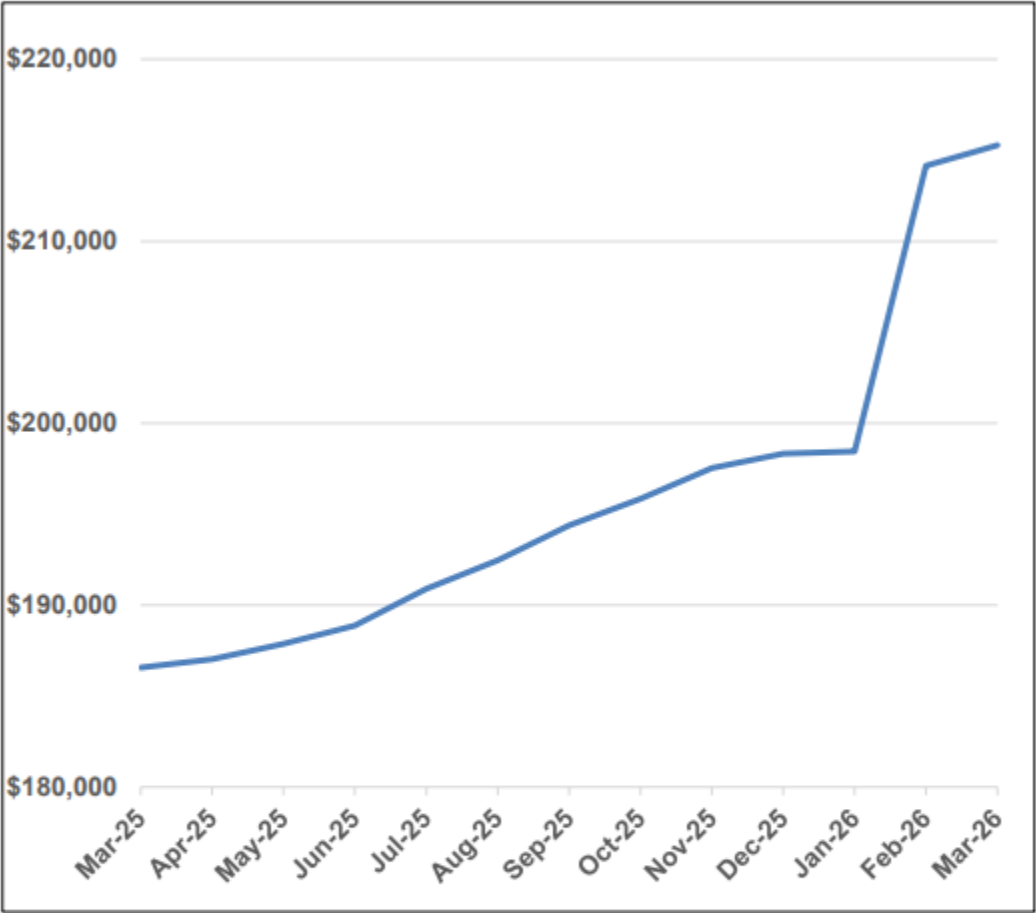


CAROLINA CONNECT

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# Revenue Share NEC

<b>Revenue Share:</b>	<b>193,389</b>
<b>Metro E:</b>	<b>3,450</b>
<b>CC Services:</b>	<b>13,191</b>
<b>Surcharge:</b>	<b>4,549</b>
<b>VOIP:</b>	<b><u>696</u></b>
<b>Total:</b>	<b>215,275</b>
<b>Last month:</b>	<b>214,141</b>



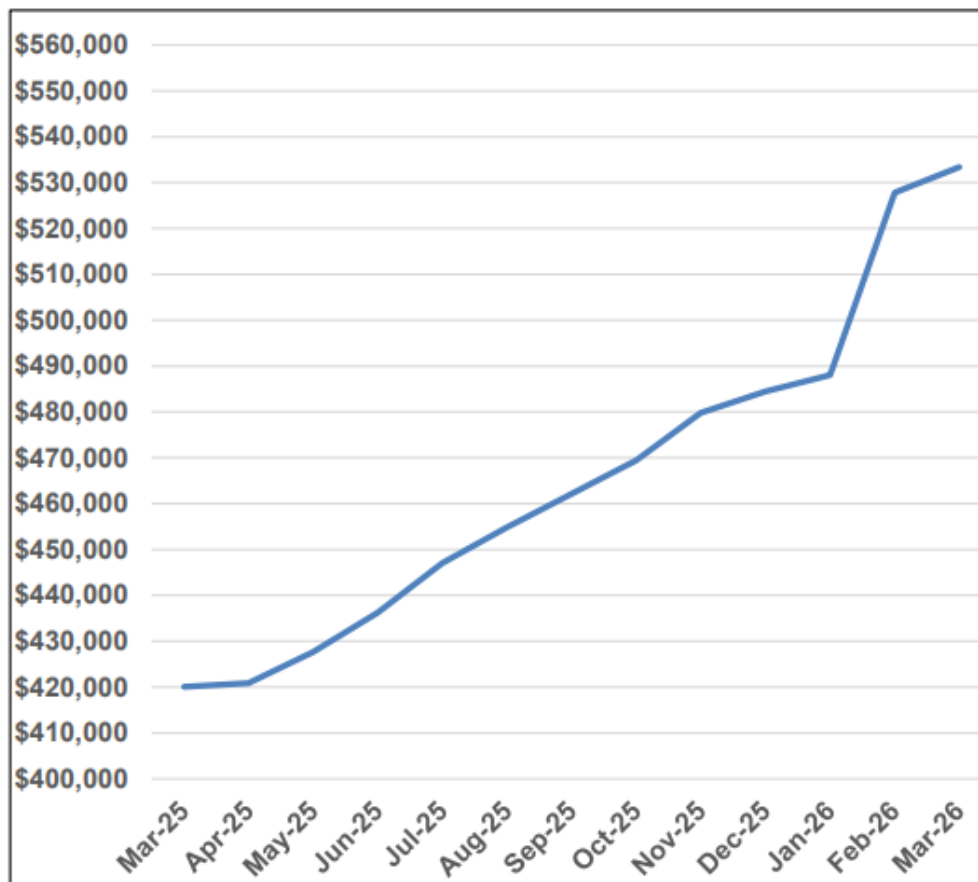
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# Revenue Share AEC

**Revenue Share: 437,148**  
**Metro E: 1375**  
**MDU : 901**  
**CC Services: 67,643**  
**AEC Surcharge: 23,325**  
**VOIP: 2,985**  
**Total: 533,377**

**Last month: 527,813**



CAROLINA CONNECT

internet made better

# Admin Update

- **Telispire March billing included 257 mobile accounts, 448 lines.  
(+ 8 accounts, + 14 lines)**
- **We currently have 410 2.5G customers. We also have 46 8G customers. (+52 2.5G, +10 8G)**
- **FCC Form 255, Accessibility Certification was successfully completed and certified on March 11<sup>th</sup>.**
- **FCC 499A and SC State Annual Telco report are close to completion and will be filed by April 1<sup>st</sup>.**
- **We have 161 Lifeline accounts in April billing.**
- **Our 2025 annual audit completed on 3/6/26. Jason Peacock is planning to attend our April 21<sup>st</sup> board meeting to present audited financials.**



# Pending Drop Orders

Month ending	MCEC	NEC	AEC	Total	CC Pending Install or Sch.
1/2/26	66	31	102	199	91
1/30/26	55	12	87	154	122
2/27/26	64	18	80	162	68
3/20/26 Current	69	12	76	157	137



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# Orders, Drops, Installs

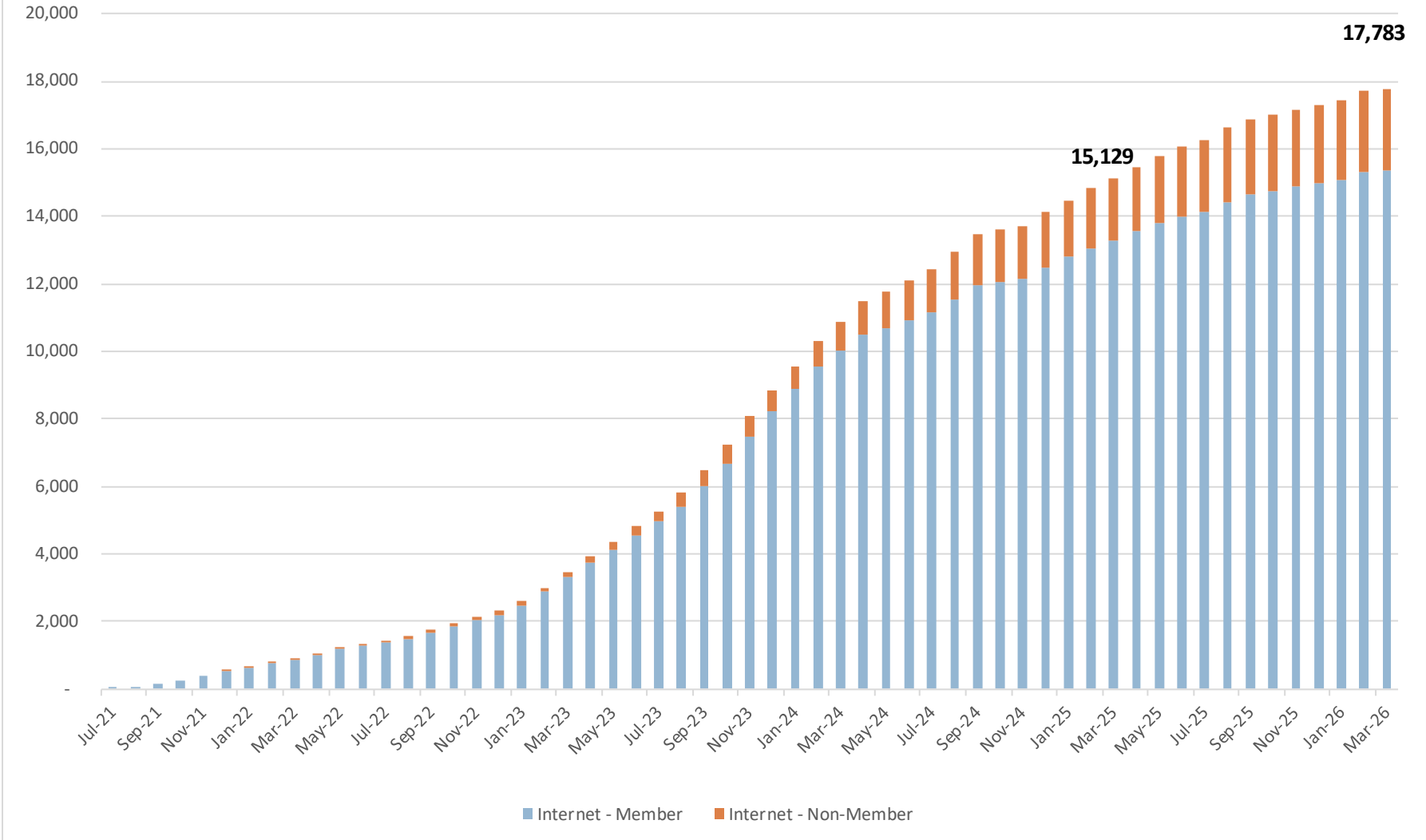
Month	Ave. New Install Orders / week	Ave. Comp. Drops per week	Ave. New Installs per week
December	99.2	100	111
January	119.5	130.8	128.5
February	97.3	95.3	116.8
Mar. (3 weeks)	109.7	111.3	94.7



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### Member and Non-Member Subscribers Per Month



# Substation Take Rate

<b>Big Branch</b>	<b>582</b>	<b>438</b>	<b>75.3%</b>
<b>Camp Long</b>	<b>1340</b>	<b>933</b>	<b>69.6%</b>
<b>County Line</b>	<b>1098</b>	<b>179</b>	<b>16.3%</b>
<b>Crossroads</b>	<b>1704</b>	<b>518</b>	<b>30.4%</b>
<b>East Aiken</b>	<b>1820</b>	<b>917</b>	<b>50.4%</b>
<b>East Windsor</b>	<b>267</b>	<b>148</b>	<b>55.4%</b>
<b>Edgefield</b>	<b>975</b>	<b>553</b>	<b>56.7%</b>
<b>Eureka</b>	<b>1005</b>	<b>504</b>	<b>50.1%</b>
<b>Johnston</b>	<b>544</b>	<b>363</b>	<b>66.7%</b>
<b>Lick Fork</b>	<b>760</b>	<b>500</b>	<b>65.8%</b>
<b>Mayson</b>	<b>640</b>	<b>382</b>	<b>59.7%</b>
<b>Monetta</b>	<b>1014</b>	<b>572</b>	<b>56.4%</b>
<b>Neeses Lake</b>	<b>760</b>	<b>614</b>	<b>80.8%</b>
<b>New Ellenton</b>	<b>1806</b>	<b>649</b>	<b>35.9%</b>
<b>North</b>	<b>894</b>	<b>406</b>	<b>45.4%</b>

# Substation Take Rate

<b>Substation</b>	<b>Eligible Members</b>	<b>Customer Count</b>	<b>Take Rate</b>
North Aiken	1661	538	32.4%
North Augusta	1990	355	17.8%
Pooles Mill	1130	365	32.3%
Radar	1714	858	50.1%
Sage Mill	859	379	44.1%
Silver Bluff	1676	767	45.8%
South Windsor	332	174	52.4%
Springfield	1041	581	55.8%
Swansea	1624	316	19.5%
Tri City	1222	1031	84.4%
Warrenville	1483	485	32.7%
West County Line	1116	431	38.6%
Windsor	1959	1450	74.0%
	<b>Total Customers</b>	<b>15,406</b>	
	<b>33,016</b>		<b>Take Rate: 46.7%</b>

# Non Co-op Members

As of 12/31/25

10,083 addresses eligible for service

2,356 non-member active connections

Non-member take rate 23.4%

As of 03/31/26

10,162 addresses eligible for service

2,430 non-member active connections

Non-member take rate 23.9%

**AEConnect, Inc.**  
**Statement of Income**  
**1st Quarter of 2026**

	<b>YTD Actual</b>	<b>YTD Budget</b>
Billing Revenue	1,549,208	1,707,969
Installation Revenue	-	-
Total Revenue	<hr/> 1,549,208	<hr/> 1,707,969
Fiber Lease Expense	1,646,054	1,646,054
Joint Use Expense	148,955	90,000
Distribution Expense- Maintenance	388	1,250
Sales Expense	37,777	42,150
Administrative & General Expenses	81,598	92,698
<b>Total Operation &amp; Maintenance Expense</b>	<hr/> 1,914,773	<hr/> 1,872,152

**AEConnect, Inc.**  
**Statement of Income**  
**1st Quarter of 2026**

Depreciation & Amortization Expense	110,265	131,867
Tax Expense- Property	17,167	25,750
Interest Expense	189,240	271,666
<b>Total Cost of Fiber Service</b>	2,231,445	2,301,436
 <b>Patronage Capital &amp; Operating Margins</b>	 (682,237)	 (593,467)
 Other Capital Credits & Patronage Dividends	 79,954	 50,000
<b>Patronage Capital or Margins</b>	<b>(602,283)</b>	<b>(543,467)</b>

**AEConnect, Inc.**  
**Comparative Balance Sheet**  
**1st Quarter of 2026**

<b>Assets</b>	<b>YTD</b>	<b>12/31/2025</b>
Total Utility Plant In Service	14,567,296	14,567,296
Total Utility Plant	14,567,296	14,567,296
Accum. Prov. Depreciation & Amortization	316,701	206,436
Net Utility	14,250,595	14,360,860
Invest. in Assoc. Org.- Patronage Capital	57,866	32,426
Invest. in Assoc. Org. Other Non-gen Funds	2,000	2,000
Total Other Property & Investments	59,866	34,426
Cash - General Funds	51,388	22,001
Total Current & Accrued Assets	51,388	22,001
<b>Total Assets &amp; Other Debits</b>	<b>14,361,849</b>	<b>14,417,287</b>

**AEConnect, Inc.**  
**Comparative Balance Sheet**  
**1st Quarter of 2026**

**Liabilities and Other Credits**

Operating Margins- Previous Years	(9,860,583)	(7,424,543)
Operating Margins- Current Year	(602,283)	(2,436,040)
Total Margins & Equities	<u>(10,462,866)</u>	<u>(9,860,583)</u>
Long-Term Debt -CoBank	7,709,993	7,766,762
Total Long-Term Debt	<u>7,709,993</u>	<u>7,766,762</u>
Notes Payable	5,000,000	5,000,000
Accounts Payable	12,089,687	11,502,929
Other Current & Accrued Liabilities	25,035	8,178
Total Current & Accrued Liabilities	<u>17,114,722</u>	<u>16,511,107</u>
<b>Total Liabilities &amp; Other Credits</b>	<u><u>14,361,849</u></u>	<u><u>14,417,287</u></u>

# Broadband Specialist's Commission

	<u>January</u>	<u>February</u>	<u>March</u>	<u>Total</u>
<b>Commission</b>	-	\$10,567.65	-	\$10,567.65
<b>Residential</b>	5	118	6	129
<b>Commercial</b>	0	24	0	24

# Breakdown of Customers

	SPEED				
	350M	700M	1G	2.5G	8G
Number of Business Customers	195	41	64	7	4
Business Price	\$79.95	\$139.95	\$199.95	\$259.95	\$349.95
Number of Residential Customers	9,445	3,560	4,418	249	27
Residential Price	\$49.95	\$69.95	\$79.95	\$99.95	\$149.95

*\*700M no longer offered*