

Hello resident,

MetroNet has completed construction of our network in several locations in Fishers with many other areas slated for release of service in the coming months. I am the Market Manager for the Fishers area and I want to ensure communications between residents and MetroNet are clear and timely as we continue to construct our network. I am reaching out to provide important information about the construction process, along with resources for residents to utilize to get a better understanding of what to expect.

Attached are items you are encouraged to share on social media neighborhood pages, and at neighborhood and/or association meetings. These items provide information on contacting MetroNet directly, and outline what residents can expect before, during, and after construction.

- Attachment 1 details the most frequently asked questions we receive regarding construction.
- Attachment 2 is a brief explanation of the current construction plan, and contains links to informative videos and our dedicated [construction website](#), where residents can ask questions or detail concerns under the ASK QUESTIONS tab. MetroNet promises to respond to all inquiries within one business day and address any concerns in as timely a manner as possible. Additionally, the CONSTRUCTION AREAS tab on the website allows residents to input a specific address to determine if their area is completed, pending, or underway.

One last thing - MetroNet is a social bunch! We actively monitor both Facebook and Twitter to provide customer support and publish helpful content, fun contests and more. We also have an informative YouTube channel with educational videos and tutorials. Make sure to subscribe to receive notifications when new videos are posted. Connect with us at:

- Facebook: [www.facebook.com/MetroNetFiber](http://www.facebook.com/MetroNetFiber)
- Twitter: [www.twitter.com/MetroNetFiber](http://www.twitter.com/MetroNetFiber)
- YouTube: [www.youtube.com/MetroNetFiber](http://www.youtube.com/MetroNetFiber)

We are excited to deliver our innovative telecommunications network to your area, and we know you are anxiously awaiting us as well. We frequently hear from our customers we are well worth the wait. In the meantime, if you have any questions, please reply to this email. You can also contact a MetroNet customer care associate at (877) 386-3876. If you would like me to attend any upcoming meetings in your area, please let me know!

Regards,

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Market Manager  
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