



Better connections start here.



Initiatives to Improve Rural Broadband Access

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Director, Customer Experience – Hunter
Communications
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Hunter Vision

Hunter Communications will be the premier communications provider in the Northwest region, utilizing the best technology and people to improve the opportunities of our community.

Company Strategic Pillars

People

Retain, develop and hire the best talent to provide industry leading service, while caring for the customer and community

Process

Leverage automation and efficiency to streamline our processes in order to improve customer and employee experience

Technology

Optimize Technology and Advanced Infrastructure to drive growth and connectivity in our community

Financial

Create value for our Shareholders by providing insights, perspective, performance measures and communicate the creation of value

Better Connections Start Here

Brand Values – Put all people first – Do the right thing – Make it easy
Go the extra mile – Lead the pack – Fight for our customers

Mission Statement

Our mission is to help our customers create lasting and meaningful connections, to each other, their communities, and the world by delivering world-class telecommunications using the most advanced technology available.

Rural, Unserved, Underserved

Oregon Office of Rural Health Geographic Definitions

Rural as any geographic areas in Oregon ten or more miles from the centroid of a population center of 40,000 people or more.

Frontier as any county with six or fewer people per square mile. ORH has identified 10 of Oregon's 36 counties as frontier. More information can be found at the bottom of [this page](#).

ORH uses population numbers from the [Population Research Center at Portland State University](#) for incorporated cities and counties, and numbers from Claritas for Oregon Zip Codes.

Using 2024 Claritas data, 33% (1,403,688) of Oregon's population lives in rural areas, 2% (97,666) in frontier, and 65% (2,772,488) in urban areas.

<https://www.ohsu.edu/oregon-office-of-rural-health/about-rural-and-frontier-data>

Understanding "Unserved" and "Underserved":

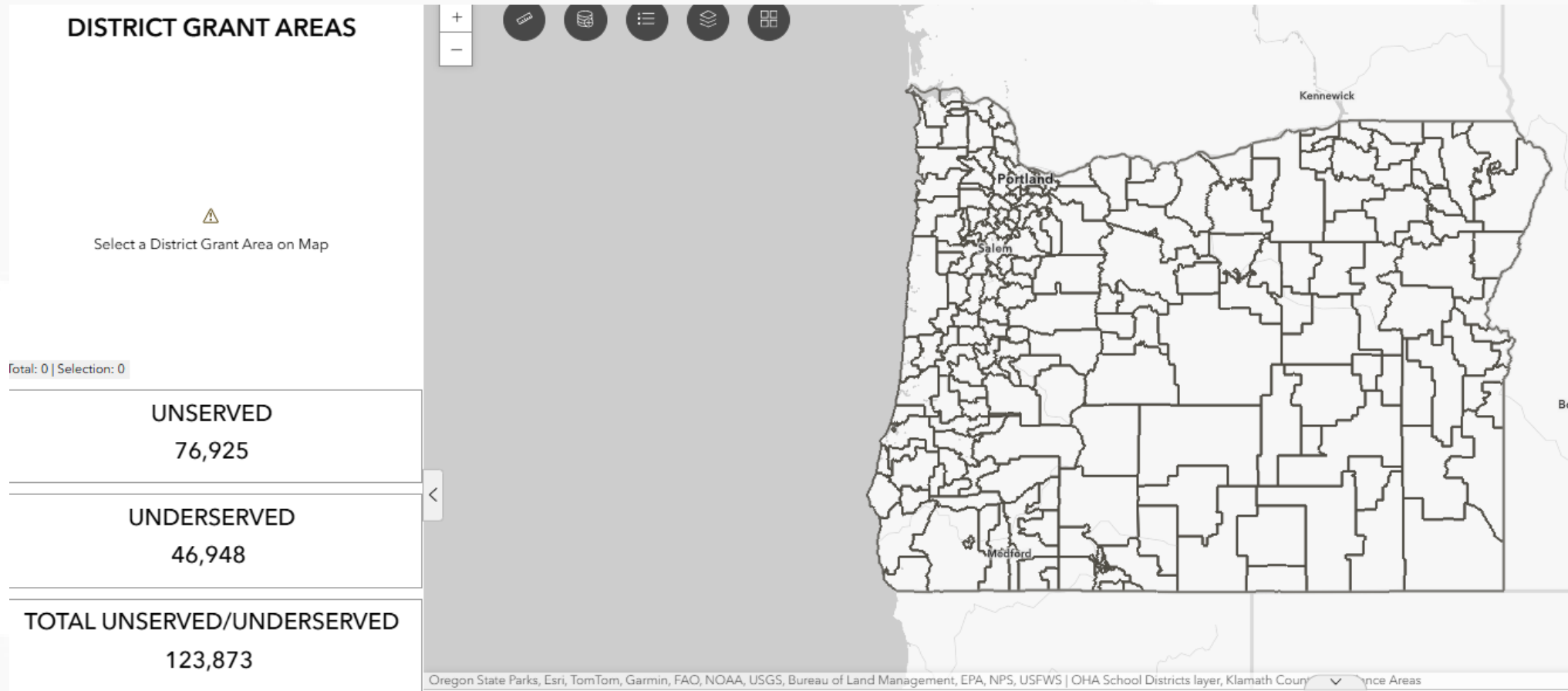
Unserved:

Locations that lack access to broadband internet service at speeds of at least 25 Mbps download and 3 Mbps upload.

Underserved:

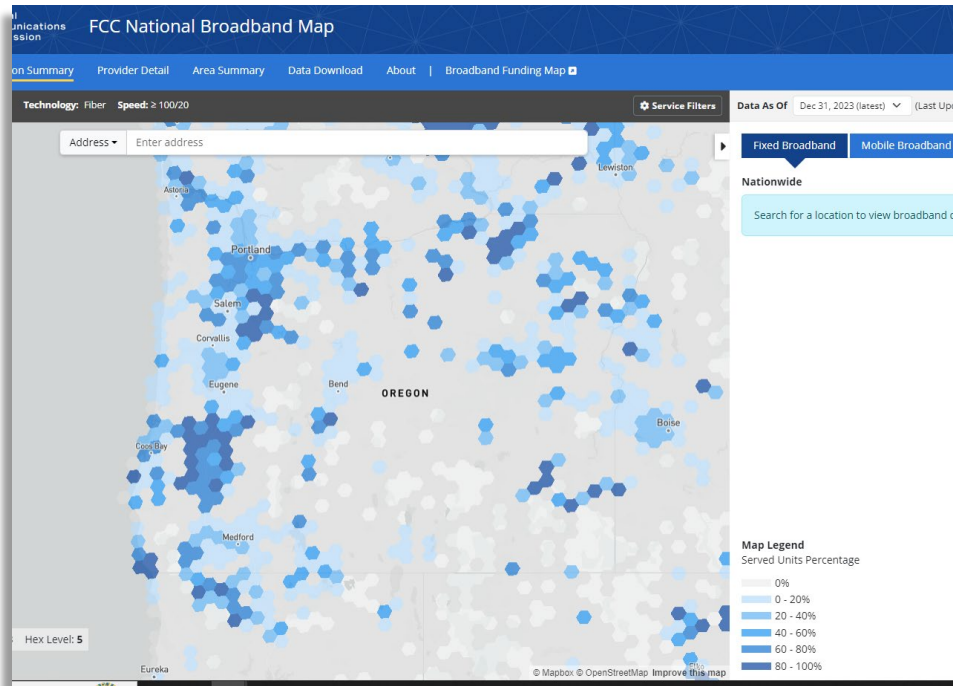
Locations that have access to broadband internet, but not at the minimum speeds considered sufficient for modern usage, typically defined as 100 Mbps download and 20 Mbps upload.

BEAD – Grants Based on SD Areas



RDOF (Rural Digital Opportunity Fund) **Update**

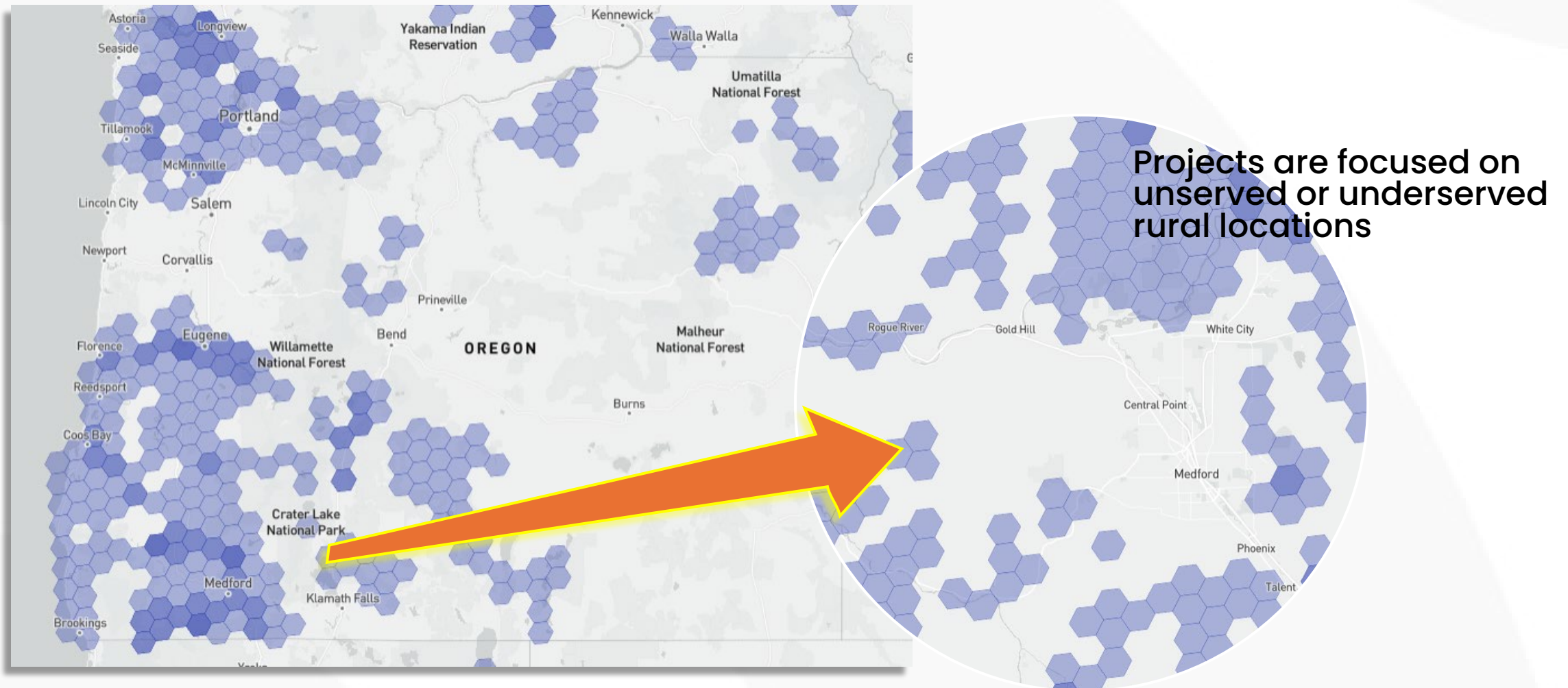
Regulatory – RDOF Update



Oregon RDOF Work

- 1,300 Locations of 4100 Certified; waiting on LOC decrease verification process to complete
- Next 3-4 deployments covering ~2,000 locations underway, in various stages of work

RDOF Projects in Oregon



ACP/Lifeline

Transition from ACP to Lifeline: A Vital Benefit Shift



Current ACP Data:

- 1400 Current ACP Benefit Customers
- ACP Benefit Amount is \$30 per month
- End Date of ACP Benefit: April 2024
- April is last fully funded month.

Customer Communication

- Emailed/Mailed CM in January alerting of benefit wind down
- Email/Mailed in March alerting CM of last invoice date for ACP benefit & to apply for Lifeline Benefit
- Banner on website alerting CM
- Internal training & Process for Teams to handle incoming calls

Lifeline Benefit Replacement Offer:

- Secured approval to expand our ability to provide Lifeline benefit to all Serviceable Addresses.
- Amount: \$19.25 per month
- Source of Funds:
 - State: \$10 per month
 - Federal: \$9.25 per month



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Questions?

2025 State of the Rogue Valley Breakfast – February 27 - 7:45am – 11am
Rogue Valley Country Club

189 Registered – Early Bird Prices End 2/13, Thursday

4 Speakers

- Brian Hall, President/CEO NIC, Industries
- Guy Tauer, State of Oregon Economist
- Kim Freeze, SOIH Ecosystem Steward
- Cara Turano – President, Oregon Entrepreneurs Network

5 Prosper Awards

- Ingenuity
- Prosperity
- Tenacity
- Collaboration
- Inspiration

5 Featured Local Entrepreneurs

- Joey Respice - Joey's Hot Sauce
- Jon Madera – Buena Gente Golf
- Ali Tarraf – Flying Flat Bread
- Pete & Claudia Krause – The Bearded Baker

