



# Community Impact Report

December 2012

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## Our Mission

PANGAEA Internet's nonprofit mission is to deliver affordable, reliable connectivity services for our region. These services will accelerate economic development and improve quality of life while expanding access into underserved areas.

## Our Staff

RON WALTERS, Executive Director  
 STU DAVIDSON, Operations Director

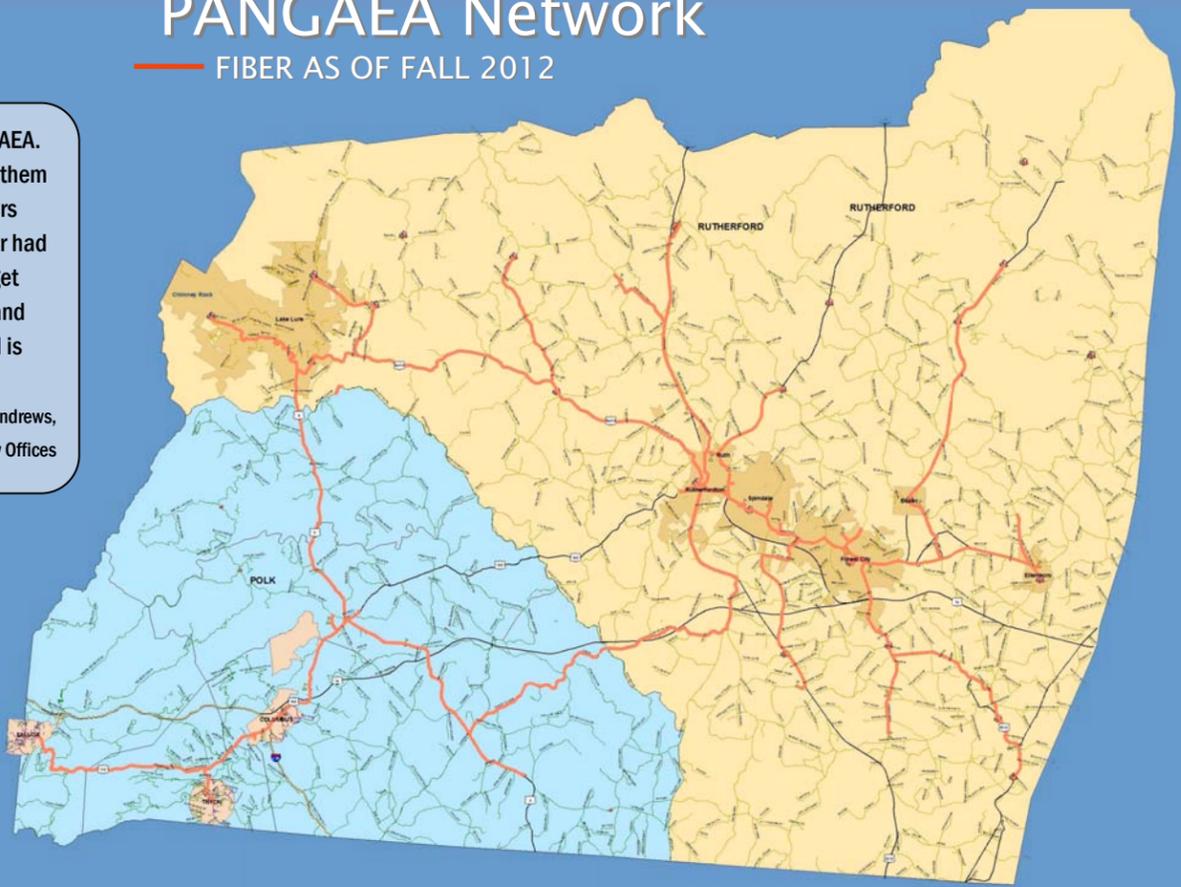
We love hearing from our customers! Throughout this report, you'll see what several of them have to say about our service. Much of our growth is driven by customer testimonials and referrals. Tell us how PANGAEA Internet is helping your business, or refer us to another business in need of speed-of-light internet service, and you can receive a service credit of up to \$200. Visit [www.pangaea.us](http://www.pangaea.us) to learn more.



PO Box 340 · Tryon, NC 28782  
 828.859.3072  
[www.pangaea.us](http://www.pangaea.us)

## PANGAEA Network

FIBER AS OF FALL 2012



We love PANGAEA. We have used them for several years and have never had an issue. We get great service and internet speed is very fast.  
 — Cindy Andrews, King Law Offices

## Our Funding Partners

- Advantage West
- Ann L. Turner and Geoffrey M. Tennant Foundation
- CooperRiis Healing Community
- DukeNet Communications
- e-NC Authority
- Facebook
- Foothills Connect Business and Technology Center
- Golden Leaf Foundation
- Northland Cable
- Polk County Community Foundation
- Polk County Government
- Polk County Schools
- Rutherford County Government
- Rutherford County Schools
- Z. Smith Reynolds Foundation

## Our Customers Say...

In November, PANGAEA Internet conducted a Customer Satisfaction Survey. A number of customer comments are featured in this report. The results make it clear: customers love PANGAEA Internet. Among the survey's findings:

- 90.2% of respondents rated PANGAEA Internet's performance and value at above average or excellent when compared to competing services.
- 96.6% of respondents rated PANGAEA Internet's response to solving problems and answering questions in a timely manner at above average or excellent.
- 98.4% of respondents believe that PANGAEA Internet has an impact on our community, with 83.6% stating that the impact is significant or above average.
- 93.5% of respondents said that they would be very or extremely likely to recommend PANGAEA Internet to others.

We have been extremely pleased with PANGAEA's Internet service at our facility. Speed and reliability of our Internet connection are top notch and we are very satisfied with our PANGAEA partnership providing connectivity where and when we need it.  
 — David Pearson, St. Luke's Hospital

# Our Community Impact . . .

PANGAEA Internet is a 501(c)(3) nonprofit corporation focused on maximizing broadband value for the community, not shareholders. A volunteer Board of Directors comprised of community leaders oversees the company's mission, business plan and professional staff.

Since 2003, the fiber optic network has expanded to almost 200 fiber route miles serving the major arteries of Polk and Rutherford counties in North Carolina. The network growth was made possible by more than \$3 million in funding from many private and public partners.

PANGAEA serves five market segments: education, government, health care, small to medium size businesses and other internet service providers. Current customers include every public and charter school in the two counties, the community college, the county and municipal governments, libraries, hospitals and medical facilities, internet service providers and many businesses and other nonprofits. PANGAEA now delivers high speed connectivity to 86 customers at more than 130 locations.

Some of the benefits of PANGAEA's service include virtually unlimited bandwidth capabilities, 24x7x365 local support, and installation discounts that help offset large upfront capital investments. In addition, outstanding service levels are made possible by a redundant and survivable network architecture, state of the art Cisco routers and back up spare equipment.

The benefit of PANGAEA's nonprofit cost structure is passed on to customers. Most customers can realize 3-4 times the bandwidth value compared to similar products offered by the telephone and cable companies. Many customers utilize the network to enjoy the benefits of voice over IP as well.

PANGAEA's "Speed of Light" network is now the superior internet service in both counties and a model for nationwide rural connectivity.

PANGAEA has been a great partner and broadband solution for the Town of Lake Lure. Our fiber optic connection has been fast and reliable and the staff at PANGAEA are always quick to respond to our requests. It's clear we have similar goals--to make high-speed internet a basic utility that is available to everyone.

— Chris Braund, Town of Lake Lure

# Our Economic Impact . . .

In today's internet-driven economy, availability of network bandwidth is one of the most important factors in determining an area's potential for future economic growth. In Polk and Rutherford Counties, the virtually unlimited bandwidth available from PANGAEA Internet has become a key driver of economic development efforts.

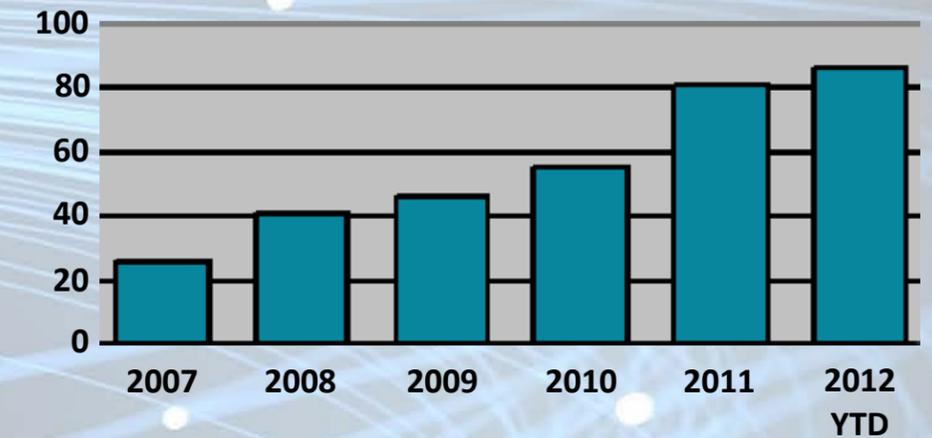
In her role as Program Administrator for the **Rutherford County Economic Development Commission (EDC)**, Mary Taylor works with businesses of all sizes who are interested in sustaining their efforts, relocating to our area, and expanding their capacity. According to Taylor, PANGAEA Internet has assumed an important role in local economic development. "What some people don't know about PANGAEA is how supportive they are as a partner in economic development efforts," she says. "They have been vital in sharing information with us, and in helping us understand the very complex world of broadband and internet services, as well as the details of our fiber network, its potential, and its possibilities."

PANGAEA Internet often serves as a navigator for the EDC through the complicated and arcane world of technology. "We need to know about internet viability and capability at locations throughout the county," says Taylor. "Unlike things such as water and sewer, answers about internet availability aren't always very clear at first. PANGAEA has been helpful because they truly understand the things that are needed and necessary. They are willing to educate us and share information with us in a way that is useful and helpful, and they are very quick to respond when we have questions."

PANGAEA Internet is also part of the EDC's Business Advancement Team, and supports "Work, Grow, Thrive!," a business retention and expansion program developed by the EDC to promote the continued growth and prosperity of Rutherford County employers.

To learn more about "Work, Grow, Thrive!," call Mary Taylor at 828.248.1716 or e-mail her at [mary.taylor@rutherfordcountync.gov](mailto:mary.taylor@rutherfordcountync.gov).

# Number of Customers



# and Our Customer Impact

**CooperRiis Healing Community**, located in Mill Spring, serves individuals dealing with mental health challenges or emotional distress. Along with the tranquility that their rural location offers, CooperRiis also requires modern electronic health record systems and other technologies to offer quality care for their patients. However, when launching their facility, obtaining the connectivity required to meet their needs proved to be a challenge.

"When we bought the property, there was nothing there," according to co-founder and Vice Chairperson Lisbeth Riis Cooper. "We had lengthy conversations with other providers, and they did not feel that they could provide what we needed. We started questioning whether we had placed our business in the right place."

PANGAEA Internet worked closely with CooperRiis to create a solution which met their connectivity requirements. In addition to supporting their electronic health records systems, the speed-of-light internet service that PANGAEA Internet provides has powered their marketing efforts, playing a key role in the growth of CooperRiis. "To this day, I don't believe that we could be what we are without PANGAEA. We now employ 180 people, and internet marketing is huge for us. It's where the majority of people find us today," says Riis Cooper.

*PANGAEA has been a godsend for CooperRiis. I'm not sure we would have built our facility here had it not been for PANGAEA.*  
— Lisbeth Riis Cooper

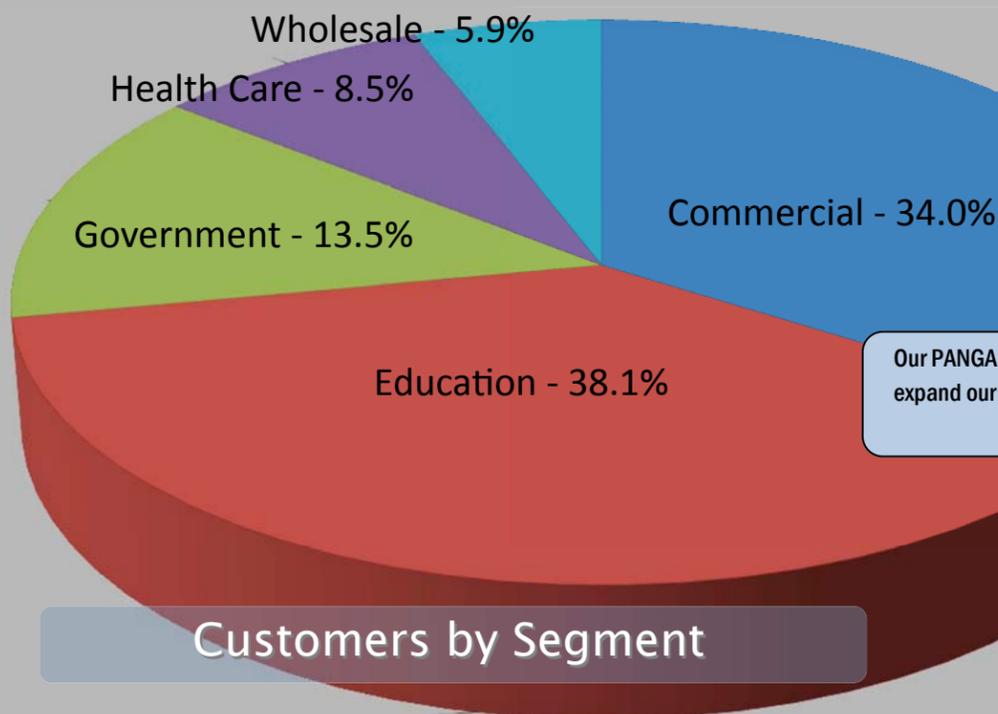
As CooperRiis has grown, the infrastructure needed to support their operations has grown as well. PANGAEA Internet has continually provided the bandwidth needed to help grow and sustain their efforts. "We have the bandwidth to support 180 people using e-mail, to keep all of our admissions and other forms online, to link our Mill Spring and Asheville facilities, as well as having online access to make our records accessible as they are needed, wherever we may be," says Riis Cooper. "There's no way we could have an electronic data system without a service like PANGAEA."

"We greatly appreciate that PANGAEA's service has been affordable and very reliable," adds Scott Warren, IT Director & Security Officer for CooperRiis. "Reliability is critical for our daily operations. They have also aided us in expanding to the Mill Spring Agricultural Center. As more and more services are moving to the 'cloud,' this kind of service is vital."

To learn how PANGAEA Internet can impact your business, call 828.859.3072 today.

PANGAEA Internet Service is very fast. We have never had an issue that was not resolved quickly and professionally. I would recommend PANGAEA for great service and stability.

— Chuck Haynes, Genesis Software



Our PANGAEA experience has been terrific! We now have the ability to implement VOIP phone systems, as well as expand our networking capabilities, which was not an option with our former internet provider. Thanks, PANGAEA!  
— J. R. Grogan, KCH Services

PANGAEA services have made possible our highly connected internet business. Because of PANGAEA, we are able to run multiple websites, in addition to our VOIP phone systems. Our business could not operate as it does without PANGAEA. We are extremely happy with our service and plan to expand it to our new office facility.  
— David Swain, Allrail, Inc.



Tom Roberson (center) of City Computer won the PANGAEA Internet Survey drawing and received a Google Nexus 7 Tablet from PANGAEA's Ron Walters (left) and Stu Davidson (right).