



## Service Goals

*We hold ourselves accountable for achieving these service goals for our communities. We exercise flexibility and humility in evaluating the best balance of strong partnerships and direct service in achieving these goals as quickly, responsibly, affordably, and efficiently as possible.*

- Provide access to reliable internet access service for every residential and business e911 address in our district with initial speeds of 100/100 mbps or better, and the capability to keep pace over time with the evolving service needs of our community.
- Pursue a logical network build-out while prioritizing service to unserved and underserved (currently, under 25/3 mbps) locations.
- If a location cannot be served feasibly by FTTP (Fiber to the Premises), we will consider other service options.
- Promote knowledge-sharing and partnerships that improve awareness of and access to benefits of quality, equitable internet such as telecommuting employment, online/remote education, health services, and community-building.
- As a community-owned organization, fiscal responsibility is a priority, but profit is not. We listen to our communities; use objective metrics and community surveys to gauge success, guide improvement and transparency, and hold us accountable. Create opportunities for the community to exercise control over what broadband service solutions look like by maximizing CUD ownership of last-mile assets as possible.
- From planning to building to operations, we will remain sensitive to the local economy and natural environment.