

# When our TeamsWork together, we win together.



## Why we're the right partner to introduce to your customer.

<b>NETWORK</b>	With approximately 85,000 route miles of fiber and ~37K on-net buildings, we're already where your customers need us to be—nationwide.
<b>EXPERTISE</b>	We've built and maintained fiber networks for 10K+ customers across all major industries to help them provide good service to their customers, meet growth demands and pursue new opportunities.
<b>SERVICE</b>	We offer up to 99.999% <sup>1</sup> network availability backed by fast, responsive locally-based service teams at the ready—even on nights and weekends. With our around-the-clock Network Operations Center (NOC), you can be sure your customer is always in good hands.
<b>PORTFOLIO</b>	We rely on access to technology like never before and your customers need a network that can keep up. As the nation's largest provider of shared communications infrastructure—including towers, small cells and fiber—we can help them stay ahead.
<b>CONSULTATION</b>	Invite your client to a network planning session with our technology, financial and business experts to discuss their unique business requirements so we can help design a custom solution that will serve their needs today—and prepare them for tomorrow.
<b>STABILITY</b>	Partner with the confidence that comes from working with an S&P 500 company that has 25+ years owning and operating network infrastructure. And we own it all, so your clients don't have to worry about their network changing hands.

## How we make it easy to work together.

<b>PROCESS TRANSPARENCY</b>	Being a true partner means always being honest and transparent. Our sales and operations teams are highly collaborative—you'll always know what's going on so you can easily communicate with your clients.
<b>FULL TEAM SERVICE</b>	You'll have access to a full local support team during service delivery—from sales engineers on calls, to dedicated project and client service managers for each account. Our NOC facilities provide around-the-clock support—with 90% of issues being resolved without any escalation, and a customer portal for network and ticket monitoring.
<b>FLEXIBLE, CUSTOM SOLUTIONS</b>	We customize our solutions to meet your clients' unique requirements, no matter how complex they may be. You also get access to one of the largest and densest fiber networks in the country, providing diverse paths and unique routes.
<b>COMPETITIVE COMPENSATION</b>	Your reputation is on the line and that's why you need an elite partner on your team. We have some of the lowest turnover rates in the industry and a compensation structure that rivals our best-in-class peers, with updated <a href="#">Rules of Engagement</a> that maximize the opportunity for you.
<b>COMMITMENT TO PARTNERS</b>	We provide ongoing training and resources, responsive support and educational sessions on new products, tools and trends. And to make our work even more seamless, we're continually investing in technology such as pricing tools.
<b>FUTURE VISION</b>	Our infrastructure will keep pace with innovation, so your clients' networks can continue to evolve with them. We're at the forefront of <a href="#">5G</a> , <a href="#">edge computing</a> and <a href="#">CBRS</a> —which are all critical to the evolution of enterprise connectivity.

1. Offered on protected circuits.



## Our solutions.

### WIRELESS SOLUTIONS

- › Towers
- › Small cells

### FIBER SOLUTIONS

- › Dark Fiber
- › Ethernet
- › Wavelength
- › Managed SD-WAN
- › Internet Access
- › Private Networks
- › Colocation

### ADDED SOLUTIONS

- › Cloud Connect
- › Optical Encryption
- › DDoS Defense
- › Cyber Defense One
- › Bandwidth on Demand
- › Fixed Wireless
- › Ultra-Low Latency
- › Video Transport

## Industries served.

- › Healthcare
- › Financial & Professional Services
- › Higher Education
- › Media & Entertainment
- › Government
- › Content Distribution
- › Energy & Utilities

## Customer profile.

### WE WORK WITH COMPANIES WHOSE NETWORKS MUST:

- › Enable them to use new technologies to transform the way they operate
- › Move business-critical applications to the cloud reliably and securely
- › Ensure their data and communications are protected and secure
- › Provide more visibility and flexibility without sacrificing performance
- › Allow them to deliver faster services and improved support to their customers

## Handling client objections.

“ I don't know who Crown Castle is.

**Crown Castle is the nation's largest provider of shared communications infrastructure.** Their numbers and history are strong: -85K route miles of fiber, -115,000 small cells on air or under contract, 40K+ towers, 900+ connected data centers, PoPs and COs, 100+ colocation facilities and 50 cloud access points. They have 25+ years of expertise designing custom fiber solutions. And they're an S&P 500 company with -\$103B enterprise value and revenues of \$5.8B.

“ We want to work with someone who offers more product options.

**Crown Castle's unique, nationwide portfolio of fiber solutions, towers and small cells creates endless possibilities for you.** From traditional Internet Access and Ethernet circuits delivered directly to your suite to advanced Managed Private Optical Networks (MPON) that require deep technical expertise, they offer a comprehensive range of custom solutions for even the most complex and unique network requirements.

“ Other providers are cheaper.

**They're not like other companies—and don't want to be.** They're solely focused on communications infrastructure and singularly invested in their solutions and services. They know downtime costs a lot and offer 99.999%1 availability. They know the value of local resources and have support in every major market with four geographically diverse NOC facilities. And they provide full transparency in their fiber routes so you know where your data is headed.

“ I don't want to wait that long for installation.

**Every build is different and we'll work out a plan together.** From Day 1, they're honest about their timelines and deliver on what they say. Their networks are built with reliability in mind and they invest the time today to give you a future-proof network. They're always thinking about innovative ways to build fiber faster without sacrificing the critical performance you need. And where they already have fiber, they'll sequence their approach to get those locations on-net faster.