



**MIDCO
BUSINESS®**

Midco Enterprise Services

**Elevating technology solutions
for businesses across the Midwest.**

Midco.com/Enterprise

**Internet. Private Network.
Voice. Video. Data Center.**



Who we are and where we are going.

Every day Midco® looks to the future of the business world, keeping our eyes on the ever-evolving path of innovation. But we're not idly watching, spectators to change. We're leading the industry, positioning ourselves – and our business customers – at the forefront of technology.

This is where we started.

Our company's roots run deep. The Welworth Theater Company started in 1931. Even then, the founders of this local movie theater wanted to bring the best to their customers. Then, it was about having the best popcorn so customers felt the ticket was well worth the price. Now, it's about prioritizing the goals of our business customers.

A new venture.

One of the first major turning points for our company came in 1952 when we acquired a local radio station in Sioux Falls, South Dakota, and changed our name to Midcontinent Media. The owners also purchased a TV license and went on air in 1953 with the state's first television station, KELO-TV. Before TV sets were widespread in the state, this visionary group had a local broadcast up and running.



From a TV antenna to a high-capacity network.

The invention of fiber-optic cable enabled us to deliver cable in a new and innovative way. Pursuing this new technology meant we created an extremely robust and widespread network that has gone on to be the backbone of this company, powering the connections of the businesses we serve.



Seeing the future.

The company's decision to pursue the innovative path continued into the '90s. We followed in the footsteps of our founders by moving away from the known safety of movies and broadcasting to invest fully in the new fiber technology and our growing fiber network.

It's this assertive inquisitiveness that has been passed down through every generation of our organization, bringing us here. We are a technology leader, powering businesses with innovative and advanced solutions.

This is who we are.

Our 1,900 team members across five states are dedicated to going above and beyond for our customers and for each other.

- Kansas
- Minnesota
- North Dakota
- South Dakota
- Wisconsin



We work to be a force for good in the 400 communities we serve, volunteering our time and donating more than \$5 million dollars to local organizations in the past 30 years through the Midco Foundation.

1,900
Team Members

22,000
Fiber Miles

5
States

400
Communities

24/7
Support

490,000
Customers

This is where we're going.

From showing movies to running a TV station to owning the fastest, most-reliable, long-haul fiber network in the region, we've come a long way to become a technology leader in the Midwest. But we're actually just at the beginning of our story.

An emphasis on evolution.

We've committed ourselves to be a company of constant improvement - looking for, testing and implementing the newest technology to improve our products, our network and make us the best partner possible. We have a team of network architects working in a lab, dreaming up the most efficient, inventive and economical ways to deliver services to you and your business.

Plotting the path to the future.

Our teams are working on what next year looks like and what's in store for the year after. But we're also looking 10 years into the future. We're thinking about what problems will appear in the next decade and how we are going to solve them.

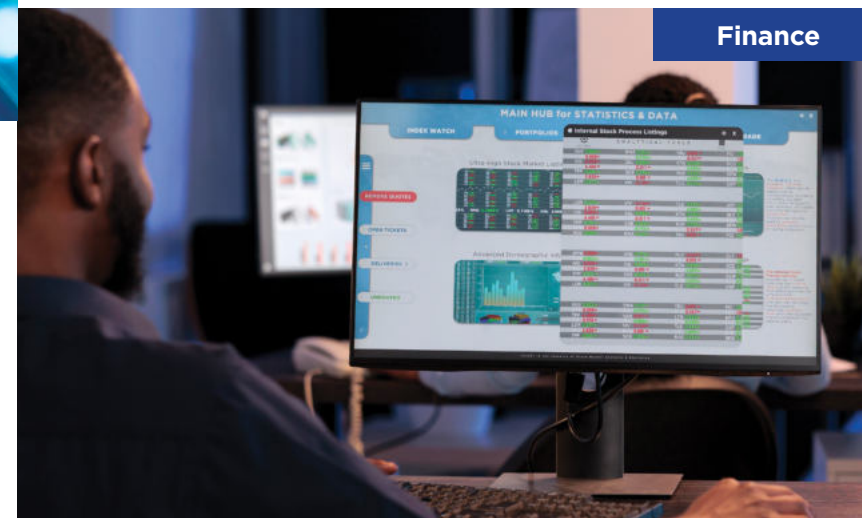
A large part of our plan includes our Fiber Forward® investment. This **\$500 million initiative will double our fiber miles to 22,000** and create a future-proof connection. This prepares us and our customers for whatever technology emerges including remote medical diagnostics, higher resolution and better responsiveness for video streaming, virtual holodecks, self-navigating cars, interactive video walls and augmented reality.



A carrier's carrier.

Our network was created to deliver the best cable TV experience possible. But we knew its potential was far greater. We could use it to bring a carrier-class network to the Dakota region.

For the past decade, we've provided services across our five-state region to organizations including health care systems, state government agencies, school districts and financial institutions. We are a carrier's carrier with some of the best networking in the U.S. We've achieved this by growing our network with adjacency, allowing us to first lease circuits before building our own.



Focusing on your priorities.

Everything we do as a service provider aligns with the technological goals of enterprise businesses. When we work with an organization, we propose solutions that get the job done and promote innovation. From acquiring new skills to working side by side with our network engineers, you're setting up your business for success far into the future.

The power of our network.

You need reliability. You need redundancy. You need a true partner when you're looking for a network to help power your business today and into the future. Explore the workings of the Midco Fiber Network, which spans thousands of miles – and growing every day.

Our network is 100% Midco.

That means we have full visibility – no middlemen or handoffs. Unlike other networks, you aren't passed around between carriers which can degrade your connection. We utilize our owned and operated MPLS core network with a proven track record. This core network is comprised of Cisco® MPLS routers interconnected via 10 Gbps Ethernet directly or through Infinera transport.

The aggregation and edge network are built with either Layer 2 or MPLS (with Ethernet interfaces), each to the edge Cisco infrastructure, depending on location requirements. Midco customer premises equipment (CPE) uses either Cisco or Accedian equipment based on on-site monitoring requirements. All CPE is Ethernet-based with Ethernet handoff.

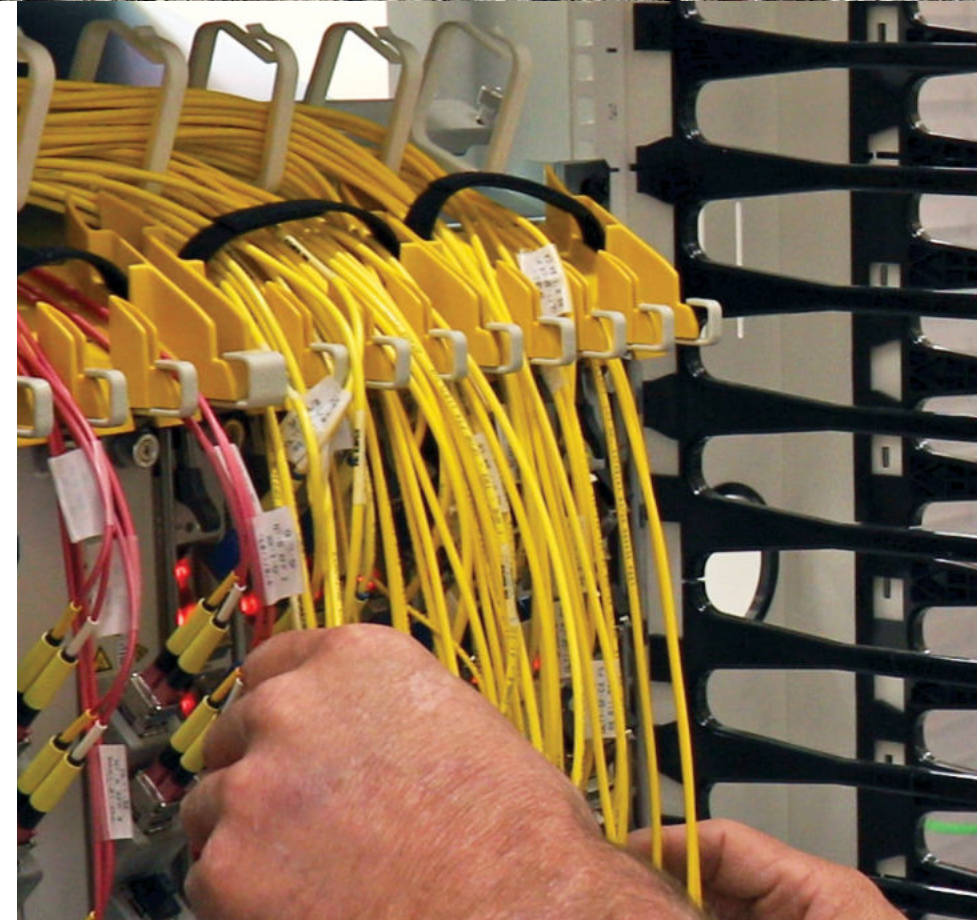


You'll also experience increased speed, responsiveness and capacity due to the number of cache delivery networks (CDN) in our footprint.

Up to 99.999% guaranteed core network reliability.

Partnering with Midco gives you access to an extremely dependable product thanks to our core network infrastructure. All services route through a multi-terabyte core network achieving up to 99.999% uptime. Our fiber-forward system gives you reliable access – without having to give it a second thought.

You also get peace of mind with a service level agreement. We will reimburse or credit your account for each instance in which we do not achieve the service levels established in our contract.



Network redundancy.

You'll also experience the benefit of our network redundancy. We've built redundant fiber rings in both rural and urban areas across our network. It doesn't matter what market you're in, there are always multiple paths out of that area.

Because we work with eight Tier 1 internet providers, your services aren't affected if there is an issue at a location. This protects you from weather events, construction and other single location incidents that can put you at risk.

Network diversity.

You can also protect yourself – and your daily operations – by adding Midco to your team of service providers. Duplicating your infrastructure with additional network devices and connections ensures an alternate path for a primary service failure.

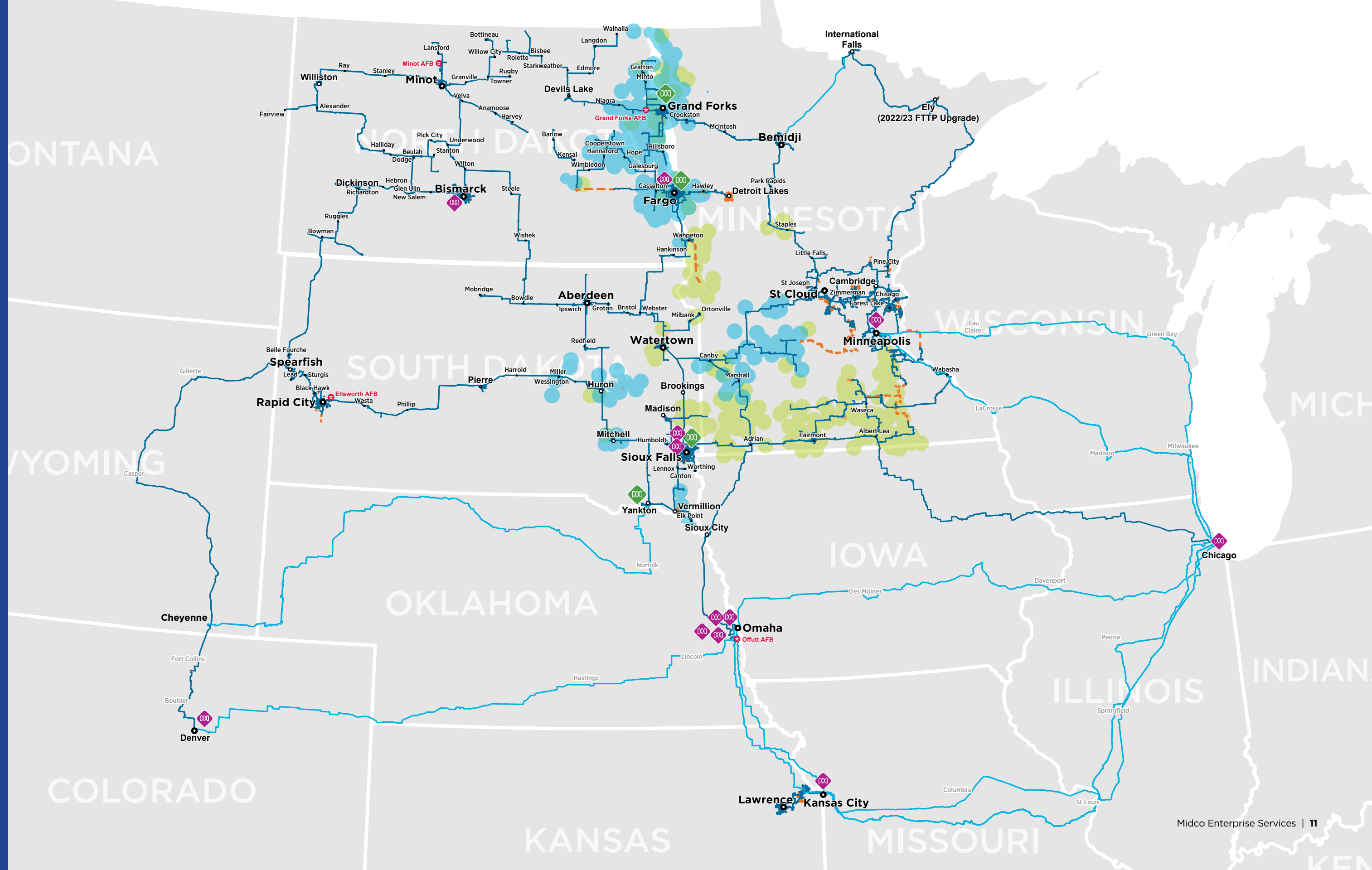
When any hardware shares a single point of failure, it creates a risk of network faults. Market faults with a single provider can create a severe threat when 50% or more sites have an issue. By leveraging more than one service provider, that number is drastically reduced through the natural separation of completely different network infrastructures, operational policies and team members.

OUR NETWORK

Midco Network

Key

- Midco Owned Fiber
- Future Midco Fiber
- Additional Fiber Routes
- Current Fixed Wireless Coverage
- Future Fixed Wireless Coverage
- ★ Air Force Base
- ◇ Midco Data Centers
- ◇ Non-Midco Data Centers
 - 1001 Fort Crook Rd N, Bellevue, NE
 - 1102 Grand Blvd, Kansas City, MO
 - 11425 S 84th St, Papillion, NE
 - 1623 Farnam St, Omaha, NE
 - 350 E Cermak, Chicago, IL
 - 3901 Great Plains Dr S, Fargo, ND
 - 4202 Coleman St, Bismarck, ND
 - 511 11th Ave S, Minneapolis, MN
 - 5300 N LaMesa Dr, Sioux Falls, SD
 - 6805 Pine St, Omaha, NE
 - 700 E 54th St, Sioux Falls, SD
 - 910 15th St, Denver, CO



Focused on the future.

Our network is also Metro Ethernet Forum (MEF) 3.0 Certified. After months of rigorous testing, Midco is certified in the following categories:

- **E-Line:** the connection configuration between two locations
- **E-LAN:** the connection configuration between more than two locations
- **E-Access:** the connection configuration involving another provider



Big benefits to your business.

- ✓ **Performance excellence.**
Enjoy greater confidence knowing your provider meets the highest levels of performance, assurance and agility.
- ✓ **Competitive advantage.**
Along with the higher-value services, Midco is also capable of addressing countless connectivity requirements in the age of digital transformation.
- ✓ **Certified solutions.**
Our solutions are certified by the global authority of standardized network services.



Chicago, IL

Preparing for the future.

In this industry, it can be easy to get left behind. That's why finding a provider focused on the future is essential for the longevity of your business. We strive to constantly expand our network to make it bigger, faster and more reliable. Our \$500 million Fiber Forward investment will increase our network capabilities – and the capability of your business – within our metro areas in the next 10 years. You're also that much closer to 100 Gbps connections as we build out our infrastructure.

You have the opportunity to expand out of our current territory in any direction as we invest in dark fiber. We're putting our own equipment along the path to major cities to bring 100 Gbps through Chicago and Denver. We're also working to expand to Montana and Seattle. Laying our own fiber also means that if anything happens, we're the ones aware of it and responsible for bringing it back up.

Connection is top of mind 24/7.

Our on-premises Network Operations Center is monitoring every mile of our network – every minute of the day – to ensure your connection is performing at its optimum level. Our team closely monitors online traffic patterns and continually refines Midco's network capacity. The network is widely dispersed and is designed to handle up to 20% more traffic during peak usage times – meaning it's always ready to handle emails, data transfers and video conference calls, whether you're at your business or working from home.

We also use automated integrations to monitor both our customer care system and our network services. This allows us to cross-reference between what we're seeing and what our business customers are chatting about. These systems help us determine the quality of our connection.

To cover all angles of your network, our team proactively prevents issues. We complete routinely scheduled maintenance checks and closely monitor online traffic patterns to ensure quality performance. We continually refine our network capacity by proactively scheduling node splits to manage peak utilization.



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Customized services.

Your business has its own requirements, its own unique circumstances and its own individual goals. From increasing your capacity to lowering costs to growing your footprint, your company initiatives require a partner that can deliver on schedule – and on budget. We understand that your time is valuable. That’s why we get to the heart of what you need with our customizable services.



Endless options.
Scan to learn more about our Enterprise Services.

Internet

Get robust business internet solutions to drive productivity and efficiency.

- Multiple transport options
- Scalable bandwidth up to 100 Gbps
- Unlimited data
- Advanced DDoS protection

Private Network

Whatever combination of locations and connections you have, receive a custom design that fits your needs.

- Safely transfer large data sets across multiple locations
- Redundant, core network provides maximum productivity and performance
- Different layers of data transport
- Supports bandwidth-intensive applications
- Symmetrical upstream and downstream service – up to 100 Gbps
- Agreements with preferred off-net providers
- Multiple interconnect points

Voice

Stay connected with employees and customers with unique phone solutions.

- Digital Line
- Session Initiation Protocol (SIP)
- PRI T1
- VoIP Phone and VoIP Pro
- Auto-Attendant
- Softphone
- Numerous Features

Video

Whether it’s for a lobby or a breakroom, turn on a better entertainment option.

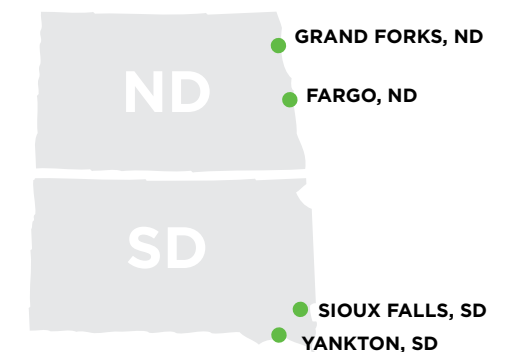
- MidcoTV for Business
 - Full channel lineup of 300+ channels over IP
 - Add-Ons: Music Choice, Sports & Variety Pro Pack, Golf, Bally Sports and Big Ten
- Community Cable TV
 - Discounted rates for multi-private room properties
 - Up to 90 HD channels and up to 190 standard TV and music channels

Data Center

Don’t wait until something happens. Having an off-site server protects you from major issues, whether you experience a natural disaster or a ransomware attack. Protect your data now at one of our four secure locations.

- Weather hardened, clean, secure environment to protect all your critical IT infrastructure
- Redundant power, cooling, fire protection and backup generators
- Experienced IT personnel to address any environmental threat to your IT assets plus provide smart hands for your equipment
- Grow your IT infrastructure from a few servers to hundreds in secure cabinets and private suites
- Tier II and Tier III certifications per Uptime Institute
- SOC 2 Type II compliant
- Carrier neutral for your custom connectivity needs

Data Center Locations



OUR BENEFITS

The benefits of a Midco partnership.

There is a lot to consider when selecting a partner for your business. Your list of musts might be long, but Midco works to check every box from providing top-tier services to pushing innovation to having a team of experts with you at every step.

Seamless integration.

Whether it's a brand-new service or you're looking to switch tech partners, we'll design exactly what your network will look like. Our Business Client Fulfillment (BCF) team helps establish the order of operations with you to ensure you are getting exactly what you need.

If it's your preference, you can have your services installed parallel with your current system so you can use both providers until you feel confident in your Midco service. BCF then performs the cutover, coordinating with your team - and your needs - every step of the way.



Gain a future-proof advantage.

We are prepared to invest in the future of your enterprise. Partnering with Midco gives you an advantage. Your business has the power to adapt to changing times through our future-proof network, while custom solutions allow you to keep costs down by having access to new technology, tools and best practices.



Supporting you.

From service selection to installation and support, our team of experts become your team of experts. Scan to learn more.

OUR KNOWLEDGE

Start on your path to a customized solution.

Our experts are waiting to talk.

We bring in top talent to elevate all aspects of our organization. Our business team has management experience from most national providers. **Plus, our engineering and account management teams have a combined 200 years in the industry.** This means you can expect best practice insights from our teams, such as network and vendor diversity design enabling the highest level of network availability.

Reach out.

We want to hear more about your business and your needs. We can provide you with a full proposal including technical comparisons and performance specifications.



Let's get together.

Scan to request a consultation with our experts.



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