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## WHO WE ARE

**LEADING AT THE SPEED OF LIGHT**

Since 2001, Race has pioneered the telecom industry by building fiber networks. In 2023 we brought California's first 10G fiber internet to the state, showcasing our commitment to lead our industry in ultra-fast connectivity.

At Race, we ensure that you experience not just the fastest internet, but also the quickest, most reliable service in the industry – from our efficient construction and installation processes to our rapid service response.

**● OUR MISSION**

Our mission is to deliver fast, dependable, and accessible fiber internet to every home, driven by our team's dedication to community, innovation, and outstanding service.

**● BETTER SERVICE, EVERYDAY**

Based in California, we are committed to delivering best-in-class service while striving to simplify and enhance everything that we do. Each interaction is a chance to demonstrate our dedication and transparency as a trusted partner in your digital life.



## PRODUCTS AND SERVICES

LIFE GIGAFIED

Residents in our company's fiber footprint can enjoy Gigabit download and upload speeds available with fiber-optic technology as well as fiber-based phone and television services.



### Basic Broadband + \$35

- Symmetrical speeds of up to 25Mbps download and upload
- Equipment included
- NO data caps

### Gigafy \$70

- Symmetrical - speeds of up to 1,000 Mbps download and upload
- Perfect for multiple users and simultaneous streams.
- Home WiFi management app included

### Gigafy+ \$120

- Symmetrical - speeds of up to 10 Gbps download and upload
- Perfect for modern connected homes and multiple devices
- Home WiFi management app included



### Basic Phone \$10

- \$0.05/minute
- Low international rates
- Battery back-up available\*

### Unlimited Phone \$10\*

- Unlimited calling in North America
- Low international rates
- Battery back-up available\*



### Basic TV \$39

- Record your favorite shows
- 25+ essential channels
- Perfect for those who want to stay up to date on local news

### Basic TV + \$109

- 100+ channels
- Stream from anywhere\*
- 3 concurrent streams
- Video On Demand

### Expanded TV + \$120

- 140+ channels
- Selection of Spanish channels included
- Add-Ons Available



### KEY ACTIVITIES

- **Q1 2024 Kick off Meetings**

We began talks with city staff in Q1 2024. During this time, we were hard at work building our construction roadmap, designing the network, and defining the permit process.

- **August 2024 Construction to Start**

Our crews will hit the ground in August. Construction crews will be laying and splicing miles of fiber cables. This is the time you'll see our team members out on your street. The team will be working diligently over the next 24 months to bring you some of the fastest internet in the nation at a great price!



## CONSTRUCTION PROGRESS UPDATES

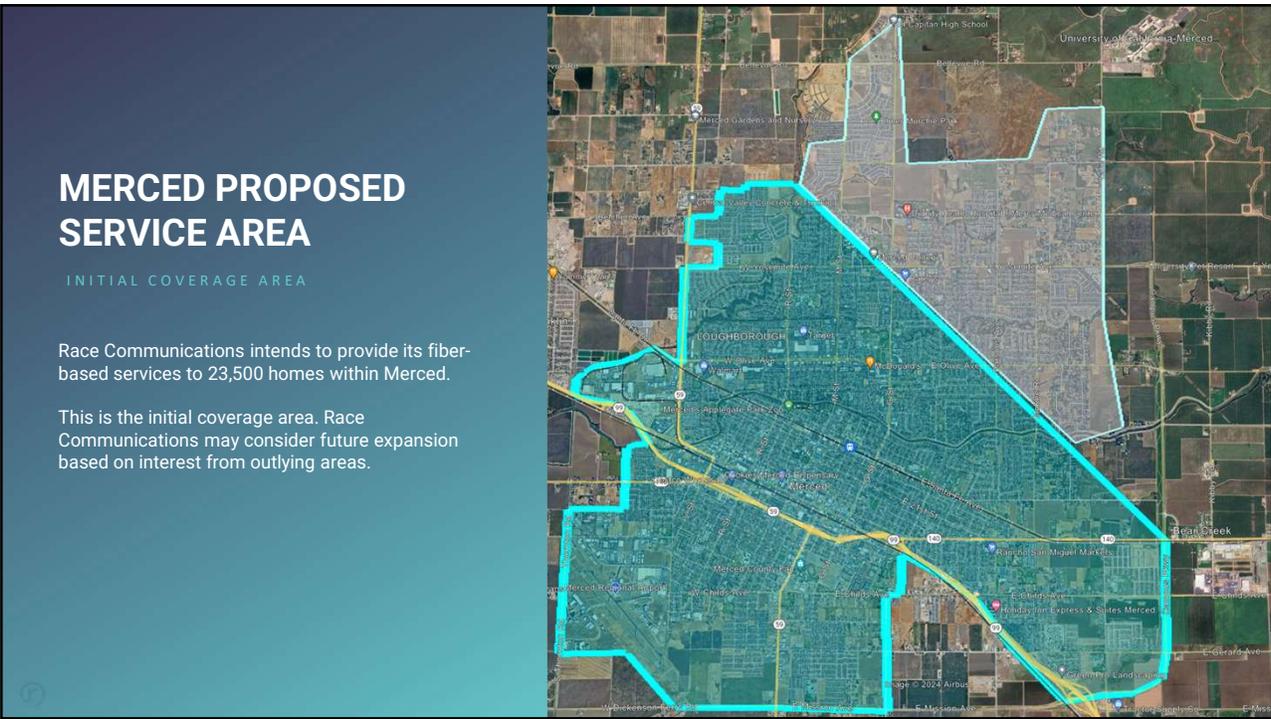
### NEXT UP IN Q4

- **Gigafy 23,500+ Homes and Businesses**

Race's Marketing team will begin fiber education campaigns in the region. Construction will be on going through 2026.

Sales and Field Service departments prep for Q1 customer activations and installations.





## CONSTRUCTION NOTIFICATION METHODS

01

### Direct Mailers

Direct mail postcards or letters will be sent to all affected residents, with construction updates and contact information.

02

### Door Hangers

Informational door hangers are distributed 72 hours in advance of planned construction.

03

### Construction Crews

Our construction crews can be easily identified by Race Communications branded vehicles, clothing, and badges.



## Let Us Know How We Can Help You!

First impressions mean so much, and we know that sometimes our construction can be a messy process - we want residents to know that if something should happen on your property and you have concerns, please complete our form with your address, name, and any additional information such as dates or pictures. We take reports like this very seriously and want to ensure that this is sent over to the correct team for proper review.

If you have questions during this process, please call us at (877) 722-3833.



First name\*

Last name\*

Email\*

Phone number\*

Street address\*

City\*

Construction Comments\*

Additional Documentation

When Did You Hear About Us?

Please Select

I'm interested in learning more about race services

## CONSTRUCTION ASSISTANCE FORM

- 01 Merced residents can complete this form, notifying Race of any construction related concerns.
- 02 A ticket is created for each submission, which is assigned to the correct department.
- 03 The ticket remains open until the concern is resolved. Regular updates are provided accordingly.



## CONTACT US:

- **Customer Support**  
877.722.3833 or support@race.com.
- **Construction Assistance Form:**  
<https://info.race.com/construction-assistance>

**THANK YOU!**

877-722-3833 | WWW.RACE.COM