



Current Customer Talking Points

- We already experience the benefits of fiber service. As existing Gateway Fiber customers, we know firsthand the value of having a reliable fiber internet option in Blaine. Other residents, neighborhoods, apartments, and businesses should have the same opportunity to choose the service we already enjoy.
- Expansion benefits the entire community. A stronger fiber network makes Blaine more attractive for families, businesses, remote workers, and future development. Broadband investment is an investment in Blaine's future growth and competitiveness.
- Existing customers want their friends, family, and neighbors connected. Many current Gateway customers have neighbors, relatives, and colleagues who are still waiting for service. Residents should not be divided into neighborhoods that can receive service and neighborhoods that cannot because construction has been halted.
- More competition benefits everyone. Competition lowers prices, encourages better customer service, continued investment, and innovation. Residents benefit when multiple providers compete for customers.
- Businesses and property owners are waiting for service. Local businesses and property owners have expressed support for continued fiber expansion. Apartment communities and multi-dwelling properties have already authorized Gateway Fiber access but remain unable to receive service because construction cannot proceed.
- Community support is clear. Residents and business owners have already signed petitions and spoken out in favor of continued expansion. Customers who currently receive Gateway Fiber service can attest to the benefits of having another broadband provider in the market. The City should listen to residents who are asking for more broadband choice, not less.

Key Focus Areas:

- Choice – Residents and businesses deserve more broadband options.
- Competition – Competition benefits consumers and businesses.
- Investment – Gateway Fiber is investing private capital in the Blaine community.
- Connectivity – Fiber infrastructure is essential community infrastructure.
- Forward Progress – The Council should allow construction to resume while maintaining appropriate oversight.

To maximize credibility with the Council, speakers should:

- Remain respectful and professional.
- Focus on personal experiences and community benefits.
- Avoid criticizing individual council members or city staff.
- Avoid making unverifiable claims.