

Going Big in Gig City®

Highlights

- EPB provides fiber optic services to approximately 200,000 homes and businesses throughout the greater Chattanooga area.
- In August 2022, EPB announced it launched the nation's first community-wide 25 gigabits per second (25,000Mbps) Internet service available to all residential and commercial customers.
- In 2010, EPB became the first and only Internet Service Provider in the United States to provide community-wide Gig-speed Internet service as a standard offer for all residential and business customers, later upgrading the network to increase its offering capability community-wide to 10 Gig in 2015.

Benefits

- EPB accessed Arista's deep expertise to put in place the latest generation technology to make 25 Gig Internet service a reality for the first client, the Chattanooga-Hamilton County Convention Center.
- Having experience with a wide range of customers, Arista informed the government funding process that secured public funding for equipment and service.
- Arista supported EPB through the installation process to ensure the best possible performance and outcomes.

EPB is one of America's leading publicly owned electric power providers. Based in Chattanooga, Tennessee, the company also provides the world's fastest community-wide Internet on a 100% fiber optic network with symmetrical upload and download speeds.

Responsible for earning Chattanooga the nickname Gig City®, EPB again established itself as a communications leader by becoming the first Internet Service Provider (ISP) in the United States to deploy America's first community-wide 25 Gig Internet service, future-proofing the network's capacity and keeping it on the cutting edge.

Future-Proofing the World's Fastest Community-Wide Internet

As EPB began to examine the future of its fiber optic network, the utility focused on the growing needs of businesses for increased bandwidth, having met the discernible threshold for speed. Beyond its function as a public utility, EPB maintains an active role in economic and community development efforts to grow and promote quality of life for the Chattanooga community with innovative products, services and ideas. To continue to be source for business and entrepreneur innovations, EPB focused on growing its community-wide network by expanding service to 25 Gig. Based on previous experience building centrally managed Hosted Wi-Fi Access Points (APs) for their approximately 10,000 business customers, EPB again reached out to Arista to begin developing innovations.



Energy • Communications • Community



"Arista has been there for us as we rolled out additional Internet services and products to accommodate the growing Chattanooga community and its Wi-Fi needs. Our relationship is truly a mutually beneficial one that highlights both of our core competencies to deliver cutting-edge technology to our community."

– Valerie Lucas, Product Development, EPB

"Throughout our work together, Arista has been phenomenal to work with. They have provided excellent support, and it is just great to have experts at the ready to help when the need presents itself."

– Sid Cross, Field Services, EPB



Choosing a Trusted Partner

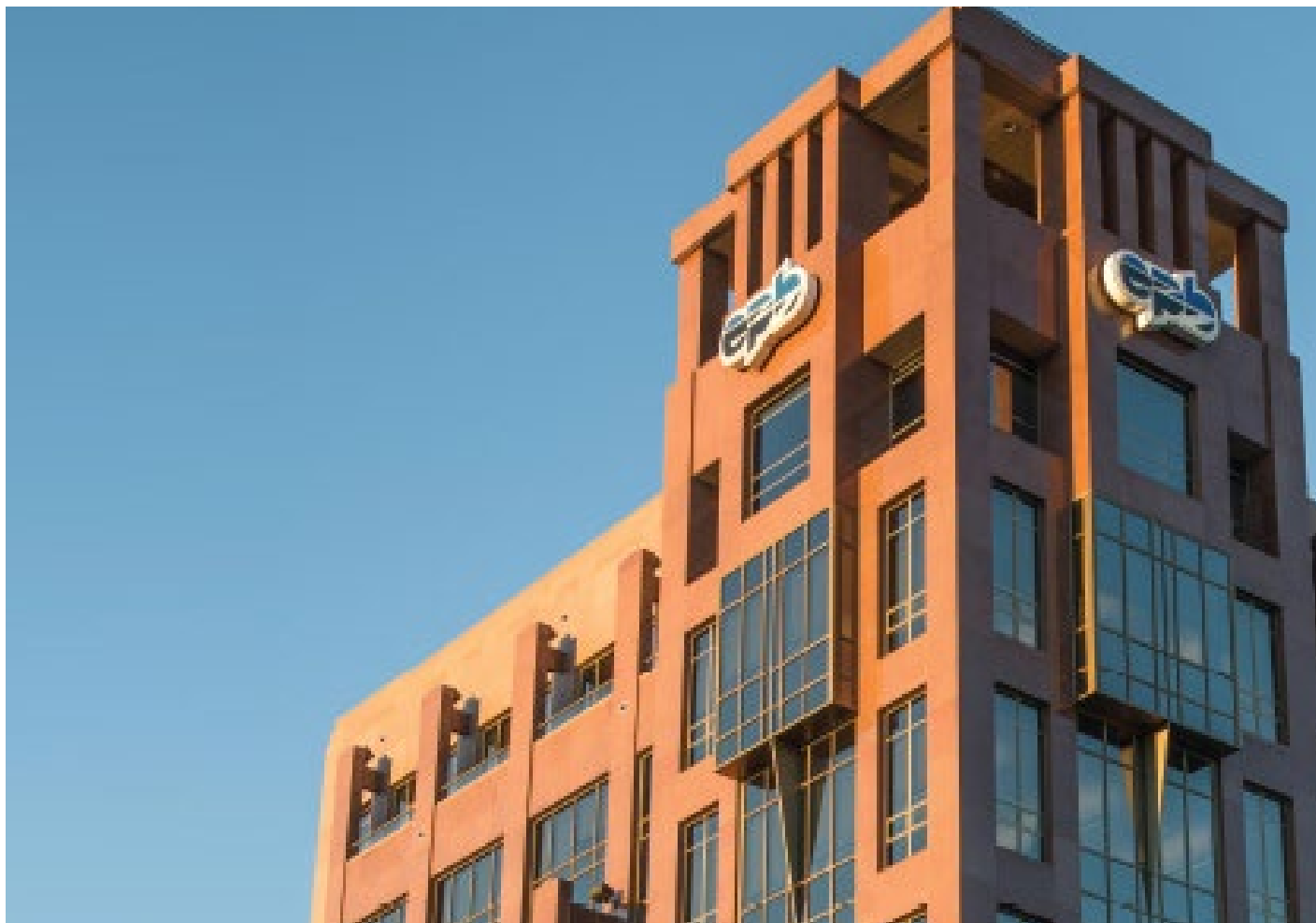
Arista's deep expertise benefited EPB and the Chattanooga area beyond providing the latest technology. As work began to prepare the EPB's first 25 Gig customer – the Chattanooga-Hamilton County Convention Center – Arista adeptly navigated the opportunities of working with a budget-constrained government entity. Arista provided essential information and rational needed to pay for the infrastructure to bring the Convention Center online and was instrumental in securing \$302,000 in city and county funding to cover the cost of installing new networking equipment and Wi-Fi access points throughout the Convention Center as well as much of the cost of providing multi-gig connectivity for the next five years.

Growing in Gig City

Through Arista's technology and on-site expertise, the Convention Center is prepared to simultaneously provide high bandwidth connectivity to thousands of smart devices that will allow them to draw larger business conferences, e-gaming competitions, live streaming events and more. These developments will bolster EPB's commitment to support drawing new business and job creation to Chattanooga with a network that is ready whenever customers need more bandwidth.

Customer Service - A Commitment to Excellence

EPB holds their customer service and support to a gold standard, recognized consecutively by JD Power as one of the top-ranked utility companies in America in customer service, reliability and service quality. Arista Networks supports EPB's commitment to excellence with top-performing access points and advanced technology, ensuring a continued proactive approach to offering the most advanced community-wide Internet service.

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