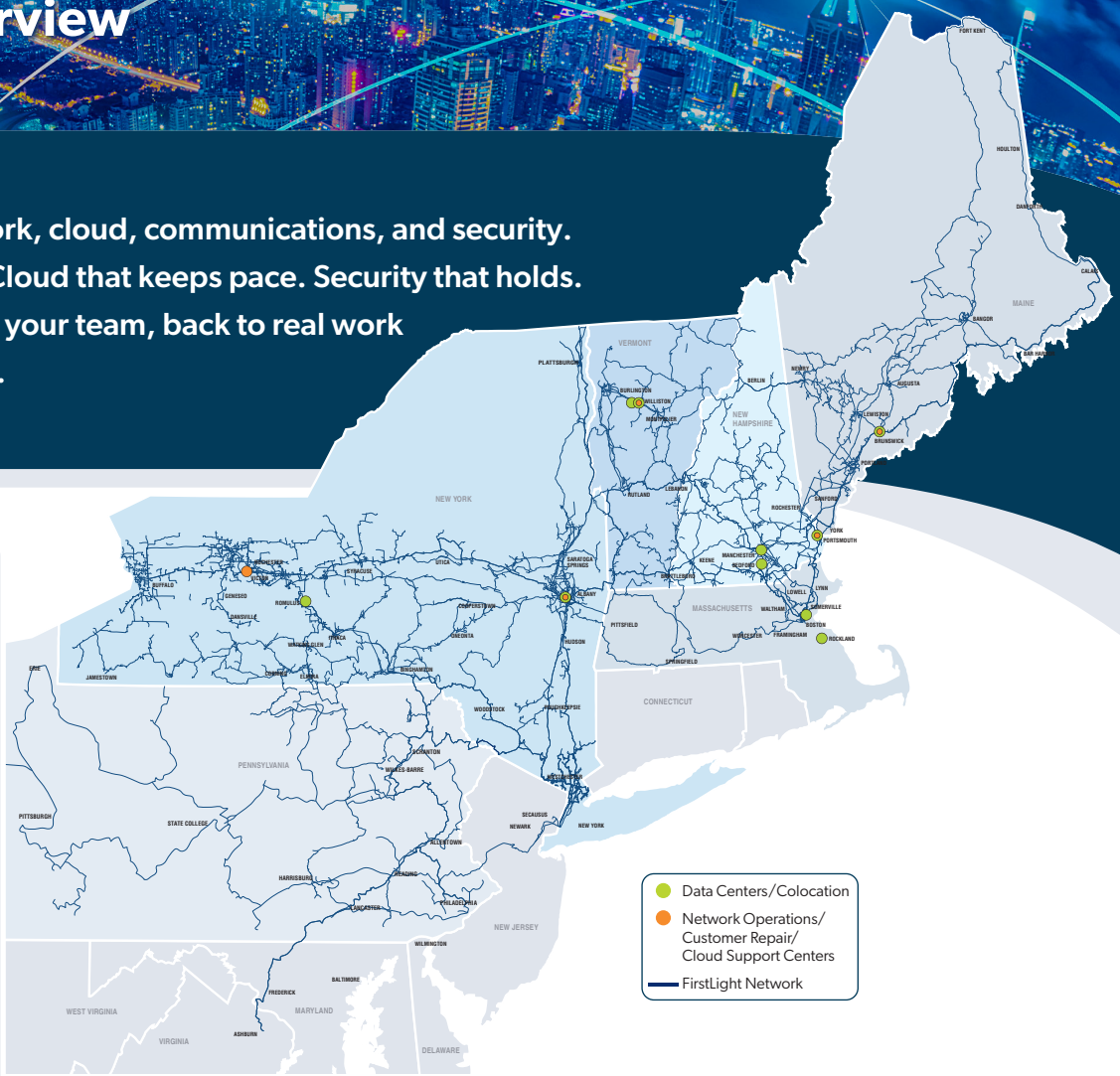
INFO SHEET

Corporate Overview

One provider for network, cloud, communications, and security. Internet that stays up. Cloud that keeps pace. Security that holds. No vendor chaos… just your team, back to real work instead of fighting fires.



Quick Facts

- **Founded:** 1999
- **Headquarters:** Albany, NY, with regional offices and employees in MA, ME, NH, NY, PA & VT
- **Miles of Fiber:** ~20,000 fiber route miles covering 6 states and Montreal
- **Lit Locations:** More than 16,000 on-net locations with more than 168,000 addressable locations
- **Network:** We exclusively own and operate an advanced fiber optic network, ensuring a high-quality experience for our customers
- **Data Centers:** 10 state-of-the-art data center/colocation facilities with more than 50,000 square feet
- **Footprint:** Our network is one of the largest and densest fiber networks in the Northeast and mid-Atlantic, with reach into Canada
- **Customer Base:** We proudly serve carriers and business customers with our robust portfolio of communications solutions
- **Service:** We have consistently received the NYS Public Service Commission's commendation for exemplary customer service
- **Financing:** Portfolio company of Antin Infrastructure Partners

Our Network

We've been building our own fiber network for over 20 years, with roots going back a century. Today that's about 20,000 route miles, 16,000+ locations we connect directly, and access to 168,000 more across six states with connectivity to Montreal and Virginia. We build deep in our core markets, so we can reach almost anywhere nearby… no workarounds needed. And because we built the backbone ourselves, our platforms are designed to stay up when it counts. That's why we consistently meet or beat our own SLAs — it's just how we built it.

Support

FirstLight pairs proven technology with a team that's genuinely great at building and running high-quality networks; our senior leadership alone brings over a century of experience to the table. Our project managers, engineers, technicians, and support staff are watching the network around the clock, keeping it running and ahead of problems, not just reacting to them. That includes our Managed SOC, where security analysts are watching for threats around the clock too — so attacks get caught and stopped before they become your problem. We also keep NOCs spread across our footprint, with local support people nearby, so when you need us, we're close and we're fast.

>>> Net Promoter Score consistently 50%+ above the industry average

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FirstLight

One fiber network + the services you need to run your business effectively.

Data Bandwidth

Ultra high-speed, low latency, scalable data transport solutions up to 400 Gbps including Ethernet and Wavelength.

Internet

Dedicated symmetrical connections delivered over our own fiber optic backbone with robust Tier 1 provider connections and hundreds of private peering points.

Data Center/Colocation

Combines the security and disaster recovery of off-site servers with redundant, diversely routed Internet and private network connections for the continuity of your mission-critical business operations.

Cloud Computing

Stop wrestling with licensing headaches, hardware refreshes, and infrastructure you have to babysit. No servers to patch, no capacity to guess at, just a cloud that's ready when you are.

Cloud Communications

Get full-featured calling, messaging, and meetings from the same provider that runs your connectivity. One team keeps every call clear, and your people get a platform built for how they actually work.

Dark Fiber

FirstLight's fiber-to-the-tower and fiber-to-the-premises solutions ensure your business has access to virtually unlimited bandwidth and the ability to choose the protocol best suited to support your business applications.

Managed Services

Firewall, SD-WAN, Monitoring and more. We handle the install and day-to-day management for you. And since we run your connectivity too, there's one team accountable when something needs attention.

Security

Attacks don't wait for business hours, and neither do we. Our Security Operations Center watches your environment around the clock. Our Backup and Disaster Recovery gets you running again fast, and DDoS protection keeps the bad traffic out and the good traffic flowing.

15,000 organizations across the Northeast including hospitals, banks, law firms, schools, telecom providers, public safety, government and enterprises, all trust FirstLight for the bandwidth to stay ahead, security that actually protects them, and the communications and cloud infrastructure they can count on.