

CUSTOMER FOCUSED.
TECHNOLOGY DRIVEN.

Customer Spotlight

Lodi Schools Realize Value in Leasing



The Lodi School District (Lodi, Wisconsin) had a vision. They wanted to provide their teachers and students with all of the advantages of a high-speed, fiber optic data network.

With this vision in mind, in late 1998 the district embarked on a project to build its own fiber optic wide area network (WAN). Despite thorough planning and nearly one year of construction, however, the district had made little progress. Frustration was mounting.

Among those growing tired and frustrated was Paul Anderson, the district's technology coordinator. Like other IT professionals, much of Anderson's time was consumed with the day-to-day needs of keeping the network running and meeting the demands of the school's users. Therefore, when he found himself responsible for securing building permits and resolving numerous construction-related issues associated with building a network, his time for staff became even more compromised.



Frustrations came to a head when it was determined that one of the district's buildings could not be connected to the network as originally planned. It was now clear to the school district that being responsible for building, owning and maintaining its own fiber optic network required significant resources and expertise, both key ingredients that were scarce within the district.

Anxious for another alternative, Lodi Schools turned to Charter Business Networks. Charter provided the school district with a proposal for a leased high-speed, fiber optic data network that would connect all of the district's sites, as originally planned. After careful review, the district agreed that Charter's 100 Mbps WAN service was precisely the solution it had sought from the outset.

"It had been tremendously frustrating," Paul Anderson said. "After eight or nine months, we had made very little progress. We had become a bit skeptical that our network could actually be a reality."

"Charter Business Networks met with us, told us what they could do and they delivered. They not only made it happen, they had it operational within six weeks."

Today the district is pleased to be partnering with Charter Business Networks, and Paul Anderson is happy that he can focus on the district's internal needs. "It's nice to know that Charter is monitoring and maintaining the wide area network," said Anderson. "That's one less thing I have to worry about!"

Name Change Revisited

Seeking a stronger brand association with our parent company, Charter Communications, we are pleased to announce that we recently changed our name from FiberLink to Charter Business Networks. Our logo has also been changed to incorporate the design elements associated with the Charter Communications logo.

We are proud to have a stronger brand association with Charter Communications, the nation's 4th largest cable TV provider and a leader in the deployment of next-generation communications services. Charter Business Networks remains a wholly owned subsidiary of Charter Communications and Microsoft co-founder Paul Allen.

DESPITE OUR NAME CHANGE,
REST ASSURED THAT WE
CONTINUE TO BE

CUSTOMER FOCUSED.
TECHNOLOGY DRIVEN.

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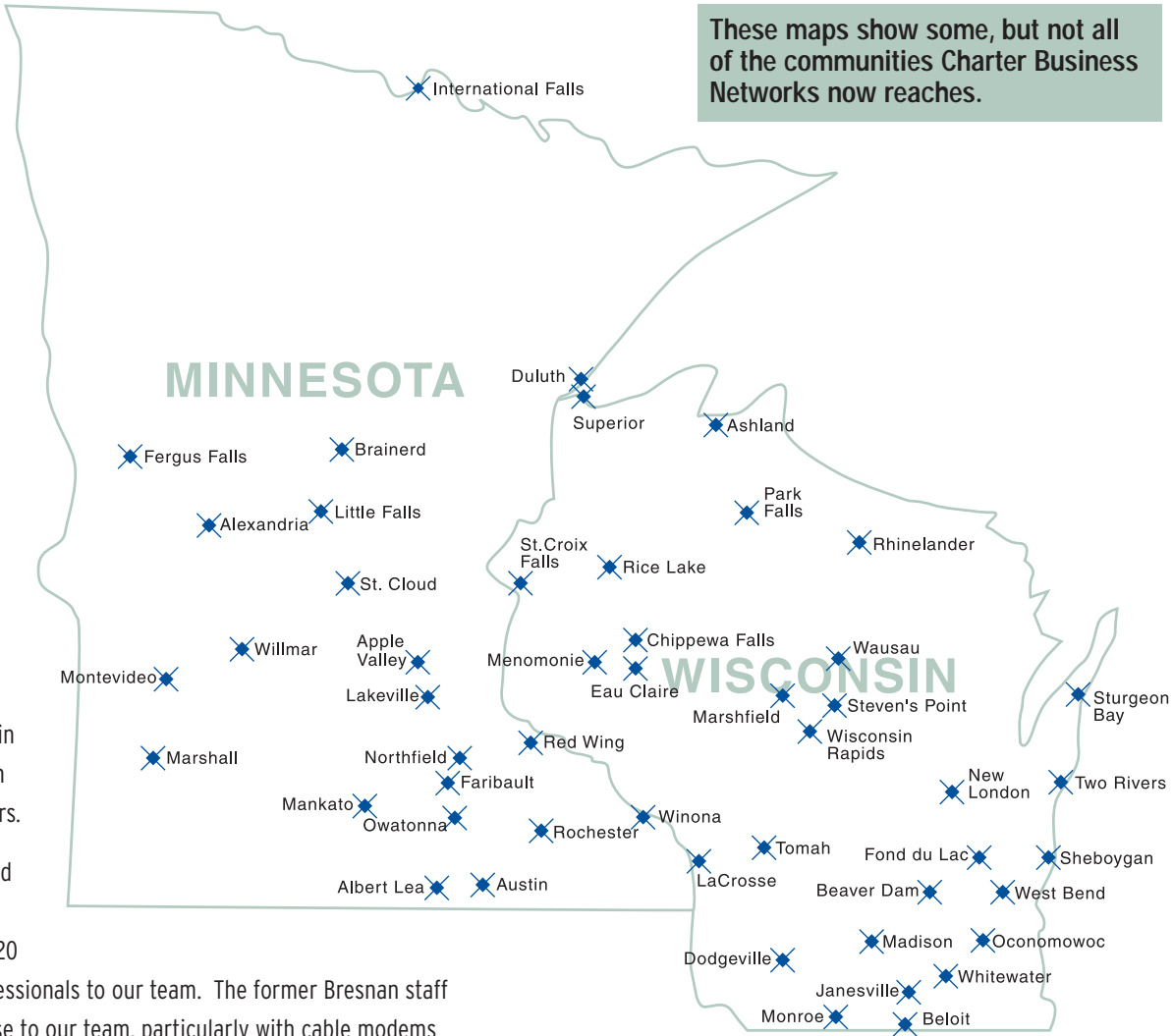
Sweetheart Deal Closes

Coincidence or planned? Regardless of your perspective, Charter Communications' acquisition of Bresnan on Valentine's Day is truly a sweetheart deal for customers. With the deal's closure, Charter Business Networks is now offering services in many additional communities across Wisconsin and Minnesota.

In Wisconsin, Charter Business Networks is now serving Madison, La Crosse, Superior and Rhinelander. In Minnesota, we are providing services in Rochester, Mankato, Duluth and St. Cloud, among others.

In addition to our expanded reach, Charter Business Networks has added over 20 new communications professionals to our team. The former Bresnan staff brings a wealth of expertise to our team, particularly with cable modems and Virtual Private Networks (VPNs), where they have been an industry leader.

These maps show some, but not all of the communities Charter Business Networks now reaches.



Volunteering to Help Our Communities



Photo by Patrick Flood, January 25, 2000, The Reporter (Fond du Lac, WI). Reprinted with permission.

Being an active corporate citizen is a responsibility that Charter Business Networks takes seriously. So seriously, in fact, that each quarter we dedicate one-half day to a volunteer activity in a community we serve, along with a monetary donation.

In January, our team of professionals helped Friends Aware of Violent Relationships (FAVR), a Fond du Lac, Wisconsin agency that provides shelter and resources to persons experiencing domestic violence. We painted walls, cleaned hallways

and closets, repaired and set-up several computers and organized supplies used by FAVR's clients.

In April our team spent an afternoon volunteering at the Chippewa Falls Museum of Science & Industry, home of Seymour Cray's original supercomputer! We painted, installed a drop ceiling, cleaned out a room full of 2x4s and trash, set-up several PCs, cut and nailed on baseboards and helped install high-speed Internet access donated by our parent company, Charter Communications.

Welcome New Customers

At Charter Business Networks, we value each and every customer. The following table identifies new customers as well as existing customers who have recently added new services.

THANKS FOR PARTNERING WITH
CHARTER BUSINESS NETWORKS!

Customer	City Location	Number of Sites	Service
Lodi Public Schools	Lodi, WI	3	High-speed WAN
City of Ripon/ Fond du Lac County	Ripon, WI Fond du Lac, WI	2	High-speed Point-to-Point
Rothschild Police Dept.	Rothschild, WI	2	High-speed Point-to-Point
Waupaca Schools	Waupaca, WI	1	New location for KSCADE classroom
Marshfield Clinic	Marshfield, WI	Multiple	3 Mbps Internet Service
Phillips Plastic	Eau Claire Menomonie & Medford, WI	3	High-speed WAN
City of Lakeville	Lakeville, MN	Add 1	High-speed WAN

Virtual Private Network (VPN) Pilot a Success

With the enthusiastic help and support of the Marshfield Clinic and St. Joseph's Hospital, Charter Business Networks is now offering Virtual Private Network (VPN) services to customers in many communities. This exciting new service allows people working from their homes to have high-speed access to their employer's Local Area Network (LAN) at networking speeds similar to what people experience in the office.

Over the past several months, Marshfield Clinic and St. Joseph's Hospital partnered with Charter Business Networks to pilot a VPN service. Twenty Clinic and Hospital employees participated in the trial. Pilot users tested high-speed data connections up to 512 Kbps, as well as off-premise voice extensions (OPX) using voice over IP.

For both applications, data and voice, users were connected to their employers'

LAN without traversing the public Internet. In essence, a virtual private circuit is created between the user's cable modem on one end and the LAN on the other. In comparison to VPN solutions using the public Internet, this approach significantly reduces latency, helping remote employees improve their effectiveness and productivity.

Feedback was very positive. Says Chuck Heiting, the Clinic's IS Planning Manager, "Those we converted from existing dial-in solutions were excited with the improved speed. We will use this service to help recruit and retain good employees who desire to work from home."

CONTACT CHARTER BUSINESS NETWORKS TODAY TO LEARN HOW VPN SERVICES CAN HELP YOU.

Broadband: Can You Afford Not To Have it?

Charter Business Networks recently hosted five customer seminars around the state of Wisconsin, making stops in Eau Claire, Fond du Lac, Janesville, Madison and Marshfield.

"Broadband: Can You Afford Not To Have It?" reviewed the latest information on what broadband technologies have to offer. Taking advantage of a seminar format that encouraged audience participation and



interaction, many of the 100+ attendees shared specific challenges they are facing, including details of the financial and operational consequences of being network constrained. Not surprisingly, many participants concluded that broadband is critical to their organization's present and future success.

Given the positive feedback and enthusiastic response of participants, Charter Business Networks will sponsor more informative seminars in the future. Stay tuned for more details.

www.charter-business.com

An important web site change parallels our company's name change. Our web site is now located at www.charter-business.com.

As you might expect, our web site provides information about our company, our services and our customers. We are also excited to talk about our involvement in the communities we serve and we provide an "employment opportunities" section.

We invite you to visit us and we welcome your comments.

Toll Free Call: 888.239.8606
Visit us on the web at
www.charter-business.com

Industry Spotlight What's HOT!

Cable Modem versus DSL

What's faster than ISDN, capable of speeds up to 3+ Mbps and in high demand?

If you said DSL (Digital Subscriber Line) you're right! If you said Cable Modem, you're also right!

The debate isn't a new one and the answers aren't black and white. Both technologies

offer vast improvements over traditional dial-in solutions. The following is a brief comparison of the two competing technologies. However, it is important to remember that the provider, whether they are offering Cable Modem or DSL service, can often be the difference. Fast, courteous, responsive service is something that neither technology can claim as a unique advantage.

Comparison	Cable Modem	DSL
Speed	From 128k to 3+ Mbps	From 128k to 3+ Mbps
Distance limitations	No	Yes. Must be within 18,000 feet from provider's central office or degradation of signal is experienced.
Network	Shared.	Shared. Dedicated only from home (or office) to the provider's central office.
Security	Inherent in cable modem standard.	Secure dedicated line to central office, where it travels over the public network.
Applications	Data, voice, video.	Data, video