



WELCOME TO GRANITE 2.0



Customer satisfaction has always been our number one barometer of success, and it always will be. Granite 2.0 builds on our fundamental strengths as a company by fostering innovation, while also promoting transparency and accountability.

Every day, we're developing new technologies that improve our customers' productivity, help them grow, and give them more insight into their businesses. And every day, we're discovering new, innovative ways to support our customers so they can do more and can focus on what really matters.



— ROB HALE

CEO



ABOUT GRANITE

Granite provides voice, data and other products and services to multi-site businesses and governmental agencies.

1.75M
Voice and Data Lines

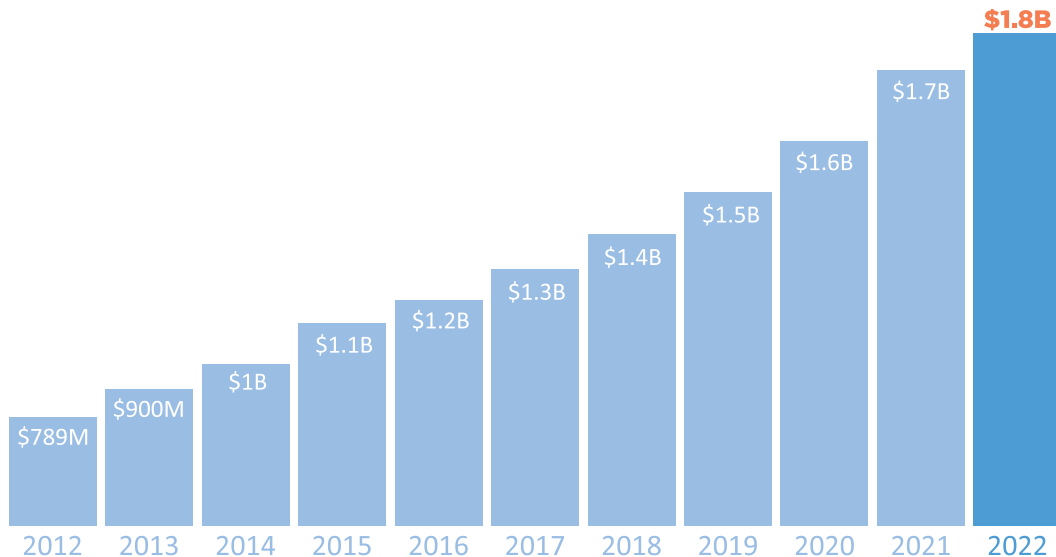
\$0
Debt

\$1.85 BILLION
ANNUAL REVENUE

700K
Locations Serviced

85+
Fortune 100
Customers Served

TOTAL REVENUE



5X
Retention Rate
Than Industry Average

6K+
Satisfied
Corporate Clients

\$300 MILLION+
Donated to Charitable Organizations...
And we're just getting started!

MANAGED SERVICES

360°

Single Pane of Glass

Circuit Availability

Real Time Quotes



“

We are transitioning from a business that sells and supports single, isolated products into a technology company that develops and deploys a complete solution. We are keenly focused on how all of the solution components interface and how our customers will leverage the solution to drive their business so we can develop and scale future products.

”

— **ADAM WEINER**

VICE PRESIDENT OF TECHNOLOGY



AWARDS & CUSTOMERS



“ Rob’s wildly successful, privately held company that manages telecommunication services for businesses operating in multiple locations — think CVS and Nike. ”

— The Boston Globe



THE GRANITE ADVANTAGE



You Have Choices

Advanced Communications Solutions

- POTS Alternatives
- Internet Access
- SD-WAN
- Wireless WAN
- Hosted PBX
- SIP Trunking
- Mobile Voice & Data
- Mobile Device Management
- Managed Security
- Network Integration

Dedicated Team

- Help Make Informed Decisions
- Tailor-Made Solutions
- Reduce Administrative Work
- Free Up IT Resources
- Access to Lower Rate to Save Money

Granite Coverage Program

- Eliminate Overage
- Data Pooling Across Carriers
- Mobile Device Management Portal
- Single SIM Solution
- Best Coverage Across North America

Customized For Your Needs:

Mobile Devices

- Apple
- Android
- Google
- Samsung

SD-WAN

- Meraki
- VeloCloud
- Viptela
- Fortinet
- Juniper Networks

Wireless

- Cradlepoint
- Sierra Wireless
- Digi



EXCEPTIONAL CUSTOMER SERVICE

- Dedicated Premier Account Rep
- Backed up by a team of ten
- One hand to shake
- All customer service is domestically based
- Easy to make changes to your account



24 | 7 | 365
Customer Service



All in One
Managed Solutions



Web Portal
Monitoring



WHAT OUR CUSTOMERS ARE SAYING



“ I am extremely impressed with your speed and agility! ”



“ Thank you for always being a phenomenal resource. ”



lululemon

“ You are amazing! ”



Mobil

“ You are the best! ”



TESLA

“ You rock! ”



MetLife

“ As always, you are the best! ”



Southwest

“ We truly appreciate your partnership and due diligence! ”



“ I can't wait until all our lines are transitioned to Granite because your customer service is great! ”



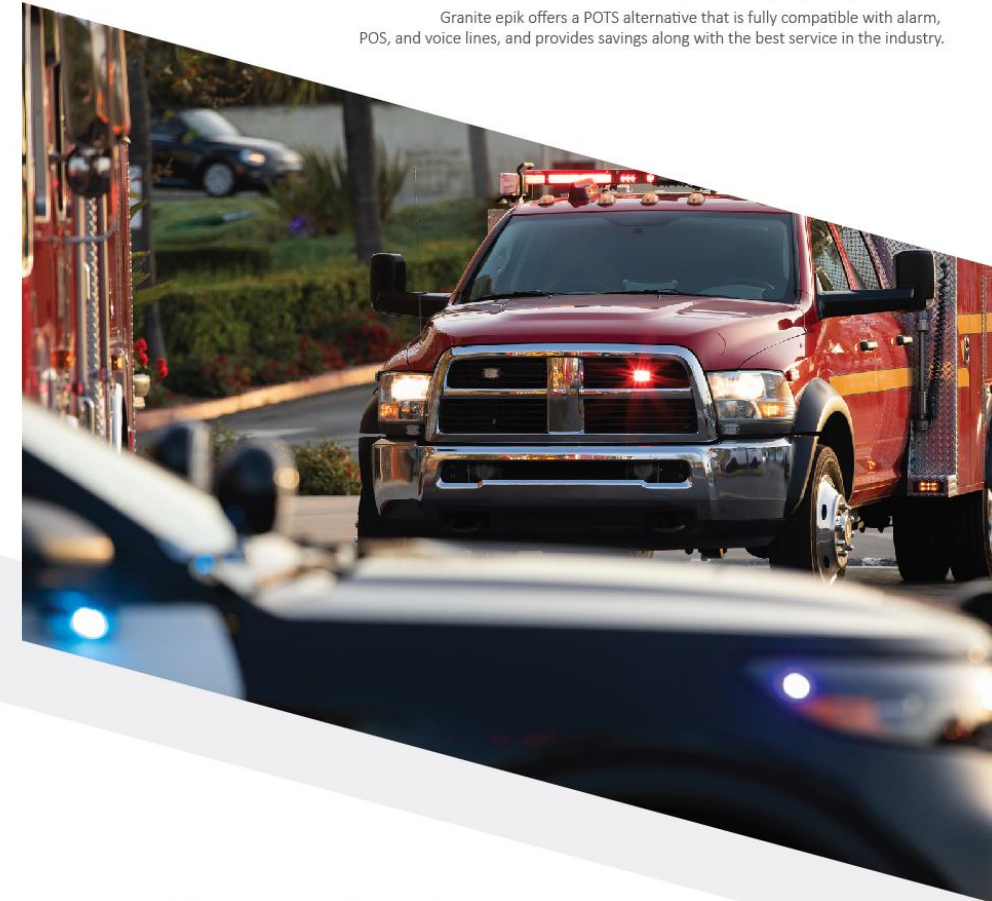
T-Mobile

“ You are so proactive. We appreciate it! ”



POTS ALTERNATIVE

Granite epik offers a POTS alternative that is fully compatible with alarm, POS, and voice lines, and provides savings along with the best service in the industry.



Key Benefits

- ✔ **Approved**
Approved as a Managed Facilities-based Voice Network (MFVN) by the New York City Fire Department (FDNY) & the California State Fire Marshall.
- ✔ **Compatible**
Compatible with all existing analog line devices, including alarms, fax, POS, elevators, legacy modems, SCADA.
- ✔ **Availability**
Availability and consistent pricing throughout the US, with cost savings up to 30%.
- ✔ **Advanced Voice Features**
Including ring-down (auto-dial when phone goes off-hook), forwarding, hunt groups and voicemail.
- ✔ **24/7 Monitoring & Reporting**
Remote out-of-band monitoring and reporting with instant notification via text, email or call for critical alarm and voice circuits.
- ✔ **Single Bill**
Single bill for all locations nationwide and customized billing to meet customer needs.
- ✔ **Fire & Building Code Compliant**
(NFPA 72 & MFVN) For fire and safety alarm communications.
- ✔ **PCI & HIPAA Compliant**
For financial transactions and healthcare communications.
- ✔ **Experienced Network Installation**
Enables turnkey deployment across your footprint, with confidence in project schedule and budget.
- ✔ **Remote Repairs**
Most repairs can be done remotely without a truck roll or an on-site visit.
- ✔ **Single Point of Contact**
Single point of contact and streamlined management of orders, cellular contracts and SIMs.

“ Your responses with the epik orders and repairs have been exceptional. ”





SIGNIFICANTLY REDUCE

NETWORK DOWNTIME

TROUBLESHOOTING

MONEY ON TECH DISPATCHES

Key Benefits:

- ✓ *Automate Troubleshooting*
Reduce the burden on IT personnel and non-technical site contacts.
- ✓ *Enhance Network Visibility & Control*
Conveniently schedule or manually reboot devices
View overall network health, device metrics, and recent events
Adjust the self-healing algorithm across your fleet or at the device-level
Analyze trends in network performance to ameliorate chronic issues
- ✓ *Security First Design*
Data encrypted at rest and in transit, private cellular connection, 2FA portal authentication, and rigorously tested with ethical hacking firms.
- ✓ *Introduces Redundancy*
To your network via out-of-band LTE connection and console access for connected device(s).
- ✓ *Flexibility & Scalability*
edgeboot is effortless to install and preconfigured for quick deployment, allowing it to blend seamlessly into most existing network topologies.
- ✓ *Network Monitoring, Alerting, & Support*
All included: Granite's NOC will take immediate action if a reboot does not restore service including contacting and dispatching the underlying ISP, among additional customizable device-specific directives.



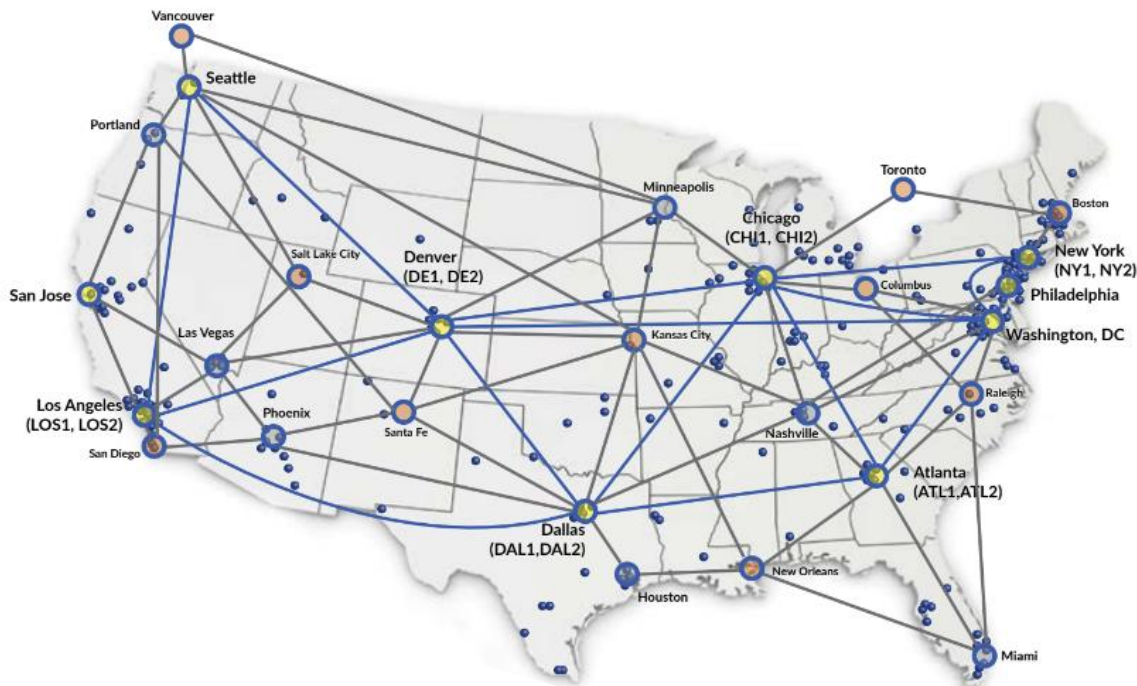
GRANITE'S NETWORK MAP

Our unparalleled extensive network is designed to help customers save time and money while providing innovation to our resellers with our leading products and services. Granite now offers Switched Ethernet Point to Point and Multi-Point services to allow you to transparently transport traffic between your customers locations.

Reliable Connectivity

Scalable Products

Nationwide Coverage



Very well trained staff, highly skilled to work with large enterprise business(es)...



— Walgreens





MANAGED SERVICES

Geographic Perfection

Granite provides a wide array of products and services you rely on everyday.

We will work with you to set up a feature profile that fits each location's individual needs.

Granite will help customize your communications strategy tailored to your individual business with our team of experienced engineers and implement a cost-effective and secure solution for your company.



Managed Field Services

Skilled, certified engineers and project management teams can develop a diverse solution, integrate new functionality into your current technology environment or install a new communications strategy.



Managed Voice

Our extensive wholesale contracts with incumbent carriers throughout the United States and Canada allow us to offer exceptional pricing, allowing you to focus on the bottom line.



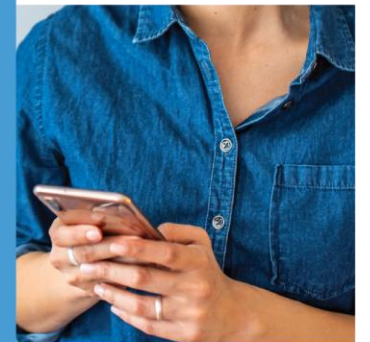
Managed Based Networks

Granite can ensure that you are fully functioning and connected so that your critical systems remain online at all times.



Managed Internet Access

With Granite's suite of data products, you will have all of the speed, functionality and reliability you need through proven technology.



Managed Wireless

Granite Mobility offers all 3 major US and multiple Canadian/International Mobile Operators available on one platform.



WE MANAGE YOUR VOICE SERVICES

Wholesale agreements with all of the major carriers nationwide

Whether you have hundreds of remote locations, a large concentration of employees at a central location, or remote/work from home employees, Granite has the experience addressing your unique business challenges with support & industry-leading technology.

LOCAL PHONE SERVICES

LONG DISTANCE

TOLL FREE SERVICE

VIRTUAL FAXING



WE MANAGE YOUR NETWORKS

**Security and Features of Private Networks
Without the Same Investments in Hardware**

Dedicated Engineering Team

Tailor-Made Solutions

“ I know this was a bigger lift than anyone predicted, so thank you for your perseverance, your innovative thinking for a solution and your high level of collaboration with our users. ”

— *Campbell's*

WE MANAGE YOUR ACCESS



Full Range of Access Types

DIA

Provides a scalable solution. With symmetrical Ethernet speeds, DIA allows a customer to run multiple applications over a single access circuit with no degradation in services. DIA options go from 1.5 MB to 10GB making it the perfect solution for any location.

WIRELESS

Wireless Internet access has become an increasingly essential part of business. Granite sells managed Wi-Fi for a variety of purposes, including internal business and public-facing use.

SATELLITE

Satellite Internet access offers multiple speed and usage options to customers in remote or hard to service areas. With nationwide coverage satellite is also growing as a backup access option to many businesses as it provides diversity without the construction cost of a secondary path.

POINT TO POINT

Utilizing multiple regional providers, we provide seamless Ethernet connectivity between your locations. Switched Ethernet Point to Point allows you to transparently transport traffic across our national networks.

MPLS

Granite's integrated MPLS network consists of facilities serviced by redundant circuits and managed entirely by Granite giving you peace of mind knowing you are receiving the best and secure connectivity with one source.

MULTIPOINT

Our Switched Ethernet Network allows for customers to connect nationwide on a private Layer 2 Ethernet connection. This solution lets all locations connect together, while giving the customer control of the routing and lowering the cost compared to running multiple legacy MPLS networks.

DSL

DSL Internet access is the most readily available access option for business. With DSL covering the largest footprint of wired access solutions it has become the go to access option for low cost point of sale and back up options.

FIBER

Fiber to the Internet has become one of the fastest growing Internet options. Competing with cable, fiber is able to offer asymmetrical or symmetrical speeds up to 1GB for all business needs. The fiber footprint is consistently growing and offers a lower cost and higher speed option to Ethernet services.

CABLE

Cable has become one of the top choices for access options for customers looking for fast speeds and lower cost. Cable offers high bandwidth solutions for customers to a vast footprint without the additional cost of dedicated Ethernet services.

WE MANAGE YOUR WIRELESS

All 3 Major Mobile Carriers

- Granite Enterprise Mobility offers access to all three major mobile carriers through a single platform, giving customers the ability to utilize the best service provider for each specific location.
- Manage data pools and adjust data caps for your entire inventory of mobility services, regardless of carrier, in one centralized portal with Granite Daily Dashboard.
- Utilize dual SIM capabilities for enhanced coverage.
- Amortize your device purchases on terms of up to 5 years for maximum flexibility.
- Granite is a market leader in multi-location project rollouts with field technicians available on the ground, nationwide, for site surveys, installs and service.

“**To the entire Granite team, a big THANK YOU for your support and patience throughout this project.**”





WE MANAGE YOUR FIELD SERVICES

Greenix *Allows extremely complex and time sensitive processes to be fast and reliable*

Network Integration *Nationwide teams to support all your locations*

CABLING PROJECTS

Data Center Builds
RCDD Engineered Design
Project Management
Fixed Bid Pricing

PHONE SWITCHES

Nortel, Avaya, Samsung, TalkSwitch
Bogen & Valcom Paging
Maintenance Contracts
Mixed Platform Solutions
Closed Circuit TV Access Control

ROLLOUTS

Legacy upgrades
Fixed Pricing Per Site
Technology Deployment
Telco Demarc Extensions

YOUR OFFER

Network Integration offices across the U.S. creating an extensive nationwide footprint.

YOUR OFFER

Our unique experience in multi-site and multi-service networks makes us the ideal choice for network planning and deployment.

YOUR OFFER

Granite teammates handle all calls and dispatch, when you call, you work with our dedicated staff.



NATIONWIDE STAFFING



SMART HANDS LABOR



4 HOUR RESPONSE TIME



BICSI CERTIFIED



FIELD OPERATIONS 24/7/365 SUPPORT



**25 INTERNAL TECHS SPREAD
ACROSS ALL METRO CITIES**

GRANITE GUARDIAN

01

LAN SERVICES

- ✓ Up/Down: Wi-Fi
- ✓ Up/Down: Switch
- ✓ Managed: Wi-Fi
- ✓ Managed: Wi-Fi & Help Desk
- ✓ Managed: Switch 8, 24, 48 Port
- ✓ Proactive Ticketing: General
- ✓ Advanced Monitoring: VoIP

02

SECURITY SERVICES

- ✓ Advanced Monitoring
Premise Firewall
- ✓ Managed Premise
Firewall
- ✓ Managed Cloud
Network Firewall

03

WAN OPTIMIZATION SERVICES

- ✓ Proactive Ticketing
SD-WAN
- ✓ Advanced Monitoring
SD-WAN
- ✓ Managed SD-WAN

04

ACCESS REMEDIATION SERVICES

- ✓ Proactive Ticketing
Access
- ✓ Advanced Monitoring
On-Net Access
- ✓ Advanced Monitoring
Off-Net Access
- ✓ Advanced Monitoring:
Wireless/Broadband/IoT





DATA PORTALS

Empowering Clients

Out-of-the-Box Customer Reporting

Control Your Voice & Data Communications

ROCK REPORTS

- ✓ Asset Management
- ✓ Invoices and Payments
- ✓ Moves, Adds & Changes
- ✓ Trouble Tickets & Issue Resolution
- ✓ Auditing

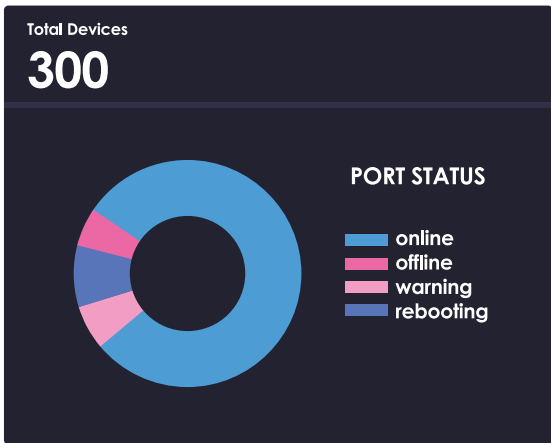
MOBILITY MARKETPLACE

- ✓ Smartphones, USB Modems, Routers, Access Plans
- ✓ Flexible payment & term options
- ✓ Add device features & applications online

ENTERPRISE MOBILITY MANAGEMENT

Reporting - Dashboards with detailed spend and usage information provide in-depth insights into your mobility program.

Automation - your monthly mobility management tasks will be easily automated.

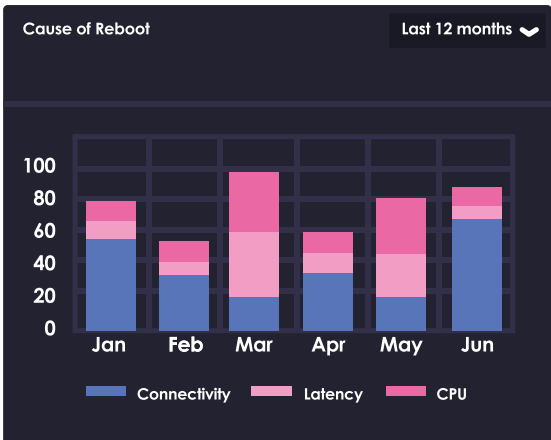


DASHBOARD

Our simplified layout allows our customers to quickly find information and the tools they need for better self-service.

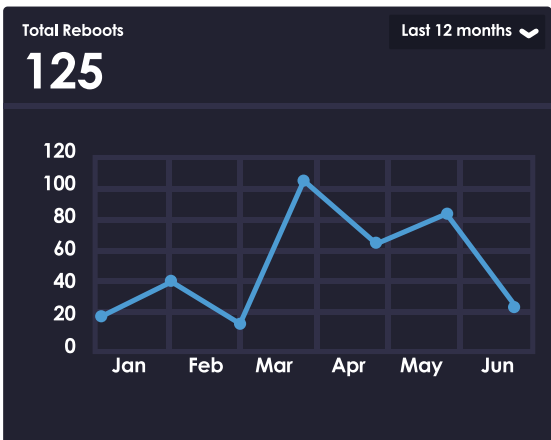


GRANITE GUARDIAN CUSTOMER PORTAL



MODERN INTERFACE

An easy interface built for visibility and speed that boasts a high level of configurability and integration capabilities.



MONITORING

Our customers have the availability to monitor their devices and usage in real time.





RESPONSIBILITY

Helping others is, and has always been, part of Granite's mission.



\$50M+

Saving by Shaving has had more than 10,000 participants and raised over \$50,000,000 to support Dana Farber Cancer Institute and Boston Children's Hospital



\$300 MILLION+

Donated to Charitable Organizations and we're just getting started!

1001

May 25th, 2023

\$300,000,000

Responsibility

: 8668475500 : 1001

The Granite Family

CULTURE

Bettering ourselves and our community



GRANITE UNIVERSITY

Our in-house training department featuring a team of experienced learning specialists, dedicated to internal employees.

GRANITE ERGs

(CANDID, WECAN, & ROCKOUT) are committed to a culture of Diversity, Equity, and Inclusion.



GRANITE FITNESS

Granite offers a 10,000 square foot gym (open 24/7/365) that offers a variety of free fitness classes and was named a Healthiest Employer by Boston Business Journal.



GRANITE INTRAMURALS

We organize and sponsor over 14 different Employee Sports Leagues and Activities.



THANK YOU!