Salem Market Announcement – 2025

Frequently Asked Questions

What does Hunter Communications do?

- Hunter is a telecommunications company founded in 1994 that provides high-speed internet and phone services to residential and business customers in Oregon and Northern California.

- Headquartered in Medford, Oregon, Hunter Communications offers fiber-optic and fixed wireless internet services that delivers home internet speeds up to 2.5 Gbps without data caps or contracts and 10G speeds for commercial customers. We use state-of-the-art fiber optic and fixed wireless technology that deliver high speeds and the best reliability.

- Hunter Communications has been recognized for its performance and reliability as a top internet service provider with a 4.8 Google score (out of 5) based on customer ratings and reviews.

- Hunter is committed to serving our customers and providing the best connection with our internet and voice services.

How did Hunter identify Salem as a new market for its services?

- Hunter believes Salem is an overlooked market making strategic investments in fiber as a growth accelerator. Hunter looks for communities under-serviced by other technology companies.

- Hunter sees Salem as an opportunity to expand this service in an area with few cost-effective internet options available.

- The Salem area has a stable, resilient economic outlook and a diverse base of industries in the agriculture, manufacturing, technology, and healthcare sectors.

- Recent investments in the Salem region's transportation infrastructure and commercial development are making it a more desirable and affordable place to live, work, and play.

What services will Hunter provide in Salem?

- For residential customers:

    - Hunter will provide Salem customers with symmetrical internet service to 2.5G, home phone service and Hunter Sheild, a suite of internet security products, including:

        - Hunter IQ app allows customers to manage their home wi-fi network from a mobile device

        - Hunter Protect comes free with the HunterIQ app and provides enhanced network security and protection against viruses, malware, and malicious websites.

        - Hunter Control allows customers to manage individual usage profiles for specific devices, filter content, block specific apps or sites, and set up device specific time limits.

        - Bark is the leading digital content monitoring service, aimed at helping parents build trust while keeping their children safe from online threats.

- For business and enterprise customers:
    - Scalable internet solutions with speeds up to 10G
    - Hunter's enterprise services offer symmetrical speeds, guaranteed performance with speed tests, reliable service level agreements, and 24/7 customer support to keep businesses running smoothly.
    - For small businesses Hunter offers an unrivaled managed Wi-Fi solution with SmartBiz™:
        - Keeps business and point-of-sale devices running 24/7 by automatically switching to a cellular connection during outages.
        - Protects business networks, devices, and data with 24/7 malware, virus, and threat defense.
        - Provides Wi-Fi connectivity to business and staff and boost productivity by restricting access to harmful or inappropriate internet content right from the app.
        - Drives in-store interaction and promotions with a customer Wi-Fi portal that features your brand.
    - Voice Services
        - Fiber-Powered Voice is a best-in-class VoIP phone system that functions like a fully integrated traditional phone system at a fraction of the cost.
        - Advanced features and easy administration via a web portal increase productivity and ease of use.

What areas of Salem will receive service – and when will it be available?

- Hunter's fiber internet will be available in several neighbors in Salem west of I-5 starting in Summer 2025. This includes the Faye Wright, Grant, South, and Morningside neighborhoods.

- We are continuing to work with our utility partners in the community to be ready to activate our services this year. As of right now, our target activation date is in late summer/early fall of 2025.

- Our goal is 5,500 customers in the Salem region in 2025 and we expect to service more than 7,000 – 8,000 in 2026.

How is Hunter different from other fiber services providers in the Salem region?

There are four main benefits that make Hunter fiber internet stand out from the competition: speed, reliability, pricing, and safety.

SPEED

- Speed is what most people consider when choosing internet service. Streaming 4K content on a smart TV, gaming online, hosting Zoom meetings, and uploading large files all demand significant data transfer rates.
- Hunter offers fiber internet packages designed to meet the diverse needs of modern families. With speeds up to 2.5 Gbps, Hunter's fiber internet reduces lag and buffering – even during peak usage times.
- Hunter's matching upload and download speeds eliminate the frustration of slow uploads.
- Fiber's ability to deliver consistent high-speed connectivity also makes it ideal for supporting smart-home ecosystems like security cameras, thermostats, and voice assistants that require continuous, reliable connections to function effectively.

RELIABILITY

- Frequent outages or inconsistent performance can disrupt daily activities such as work, school, or telemedicine.
- Hunter's fiber internet is engineered for unparalleled reliability. Fiber-optic cables transmit data using light. This technology is less prone to outages and delivers consistently high-quality connections, regardless of external conditions.
- Fiber's reliability extends to its future-proof nature. Our fiber infrastructure can handle increased bandwidth needs without requiring extensive upgrades.
- Fiber also minimizes latency and jitter—key for real-time applications like video calls, online gaming, and virtual meetings—ensuring smooth, uninterrupted experiences.

PRICE

- Transparency and value are at the core of Hunter Communications' pricing philosophy.

- We offer lifetime pricing on our 2.5G package. Every Day Low Pricing is available for all our other packages. Our non-2.5G plans are a great value, and all packages feature reliable speeds, no data caps, free secure wi-fi router, free basic installation and award-winning service.

- 100M/100M = $40, 500M/500M = $60, 1G/1G = $80 and 2.5G/2.5G = $120. All these prices include a $10 autopay discount.

SAFETY

- Hunter Communications is not only focused on delivering lightning-fast service. We believe it is critical to safeguard our customers online.

- Hunter's Shield Suite of security services is a comprehensive cybersecurity solution that provides overall protection for residential internet networks and the families that use them.

- This service includes HunterIQ for network monitoring, Hunter Protect for security from malware and cyberthreats, Hunter Control to allow for usage rules within the home, and the Bark Parental Control App which helps keep kids safe from cyberbullying or online predators.

What is the difference between fiber internet and cable?

- The difference between fiber and cable internet starts with how the service reaches your home. While cable uses the same coaxial lines that bring TV service to homes and businesses, fiber uses glass strands that carry data using light signals.

- Fiber technology can carry larger amounts of data at faster speeds – and it retains signal strength and quality over longer distances.

- Fiber remains the fastest internet connection – and upload speeds match download speeds.

- Fiber is far less susceptible to network congestion and interference – making them more reliable.

- Compared with cable, fiber plans have a lower cost per amount of data – and thus fewer fees and price variability.

How do I know if I'm in Hunter's service area?

- Anyone interested in our services can visit HunterInternet.com/Salem to learn more about the services we will offer to Salem residents and businesses.

- A detailed service area map in Salem is available at HunterInternet.com/Salem.