

Exhibit E
Ezee Fiber Texas, LLC
Applicant's Technical and Managerial Expertise

Pedro G. Checo

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Location: Houston, TX

EXECUTIVE SUMMARY

Dynamic senior executive with 15+ years of leadership success in telecom, technology, and financial services. Recognized for building scalable operations, driving rapid market expansion, and delivering industry-leading customer experience. Expertise spans customer operations, direct and digital sales, engineering oversight, and field execution. Known for combining data-driven strategy with people-first leadership to achieve transformational growth and exceptional customer satisfaction.

CAREER HIGHLIGHTS

- Scaled Ezee Fiber’s customer base **40x in two years** through D2D, e-commerce, and inside sales.
- Expanded into **3 states**, achieving **20%+ penetration** within the first 6 months after announcement.
- Delivered **4.8 CSAT, 4.9 Google Rating**, and **4+ rating on Glassdoor and Indeed**.
- Directed **4,500+ agents** across 28 sites worldwide, boosting satisfaction by **50%+** at Altice USA.
- Maintained **85%+ save rates** and **90%+ sales close rates** at Altice USA.

CORE COMPETENCIES

Sales Leadership | Operations Strategy | Field Execution | Contact Center Ops | Customer Experience
D2D & B2C Sales | Market Expansion | BPO/Vendor Management | NOC & Engineering Oversight Digital
Sales & E-Commerce | P&L Ownership | Strategic Planning | Infrastructure Development

EXPERIENCE

EZEE FIBER OF TEXAS

Executive Vice President, Customer Operation June 2023 – Present

- Built and scaled operations across sales, support, field ops, construction and engineering.
- Direct D2D Sales, Contact Centers, Field Ops, and Community Engagement across TX, NM, WA, IL.
- Oversee NOC, OSP, Network Engineering, IT, and BSS/OSS functions.
- Delivered 4.8 CSAT, 4.9 Google rating, and Ookla’s fastest ISP award.

BROADVIEW FEDERAL CREDIT UNION

Senior Vice President, Member Service Feb 2023 – June 2023

- Enhanced retention and service quality through member-focused strategies.
- Directed strategic planning, forecasting, and resource management.
- Oversaw internal teams and BPO service centers.

ALTICE USA

Vice President, Customer Service October 2020 – Feb 2023

- Led customer ops across 10 countries and 28 sites (4,500+ agents).

- Oversaw B2B/B2C support for inbound calls, chats, and social media verticals for Fixed and Mobile.
- Increased customer satisfaction by 50%+; achieved top eNPS scores.
- Led multiple BPO partner relationships across diverse geographies.

Senior Director, Retention & Sales Operations

December 2017 – Oct 2020

- Directed nationwide sales/retention operations for residential & SMB customers.
- Managed 5 internal contact centers across Altice USA national footprint.
- Launched and managed ARPU and bundling growth campaigns, as well as inbound sales initiatives.
- Reduced churn via cross-functional loyalty programs.

CABLEVISION SYSTEMS CORP

Director, Retention & Sales Operations

March 2014 – December 2017

- Led NY/NJ inbound retention and sales teams with internal & BPO teams.
- Achieved **85%+ save rates** and **90%+ close rates**.
- Oversaw training and talent development.
- Awarded multiple Presidents Club honors for outstanding performance in regional retention and sales teams

CABLEVISION SYSTEMS CORP

Manager, Retention & Sales Operations

March 2012 – March 2014

- Built NY Retention Operation, delivering best-in-class customer retention.
- Directed daily call center ops.
- Launched performance-based coaching and compensation.
- Awarded multiple Presidents Club honors for outstanding performance in regional retention and sales teams

EDUCATION

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- **CTAM Executive Management Program - Harvard Business School**
 - **Master of Science in Business (MSB) - City University of New York (Lehman College)**
 - **Bachelor of Arts - City University of New York (Lehman College)**

LANGUAGE

Fluent in English & Spanish (written and spoken)

MATTHEW MARINO

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ACCOMPLISHED TELECOMMUNICATIONS LEADER WITH 18 YEARS EXPERIENCE IN OPERATIONS AND FINANCE

Specialize in driving growth strategies while bringing operational rigor and financial accountability to an organization

Operations | Finance | Sales | Go-To-Market | Customer Experience | Business Transformation | Market Expansion Strategy

PROFESSIONAL EXPERIENCE

EZEE FIBER – Houston, TX

April 2023 – Present

Chief Executive Officer

Member, Board of Directors

Founded in 2021, Ezee Fiber is a rapidly growing Houston-based fiber telecommunications company that provides affordable and reliable multi-gig internet service to residential, business and government customers through its 100 percent fiber-optic network. Ezee Fiber is built upon a foundation of exceptional customer service, lightning-fast internet speeds, and straightforward, transparent pricing. The company operates a carrier-grade network, where its customers are supported by local teams that live and work in the communities they serve.

ALTICE USA – New York, NY (\$10B Annual Revenue, 5M Customers)

Jan 2017 – Jan 2023

EVP, Strategic Initiatives

May 2022 – Jan 2023

Led M&A process to sell Suddenlink division of Altice USA with CFO and EVP Corporate Development. Report to CEO.

- Transaction Scope: 2M customers across 17 states, \$3B annual revenue.
- FTTH Expansion Strategy: Assessed footprint expansion opportunity and built plan to construct an incremental 4M FTTH homes in adjacent markets for private equity / infrastructure fund buyers looking for a multi-year FTTH growth platform.
- Deal Execution: Developed transaction structure, financial models and marketing materials tailored to financial sponsors and strategic cable buyers. Led expert session management meetings throughout process.

EVP, Consumer Services

Jan 2021 – May 2022

Promoted for the third time in 6 years to lead the Residential Division of Altice USA. Responsible for the Sales, Marketing, Product, Digital and Go-To-Market teams supporting the Optimum and Suddenlink-branded internet, TV, phone, and wireless businesses. Additionally, assumed responsibility for the Care and Customer Experience organizations with a mandate to improve operational performance and overall customer satisfaction. Reported to CEO and worked closely with key investment partners/shareholders including Altice's Chairman and majority owner.

- P&L Responsibility: \$7.8B annual revenue, \$750M operating budget, 4.6M customers in 21 states, 6,000 employees/contractors.
- FTTH Construction, Commercialization & CX: Led multi-year FTTH strategy to build 6.5M FTTH homes by 2025. Completed 1.5M FTTH homes across the NY metro area and grew new FTTH customers by over 100K. Delivered a 5 percentage point churn improvement, 8% ARPU lift and over 40% NPS improvement vs. comparable cable subscribers.
- New Build Footprint Expansion & Penetration: Successfully advocated for and maximized capital allocations to new construction builds, market edge outs, and public grant co-funded builds – 150K+ new homes annually. Selected areas to expand footprint based on competition, density, demographics, cost per home passed, and factors impacting construction. Drove sales and marketing strategy to generate 45%+ penetrations on released homes after 12 months, exceeding ROI thresholds.
- Customer Service Operations Improvement: Developed and implemented a “Customer First” operations plan to improve service delivery, lower aggregate customer contact rate, reduce cost to serve and reset customer expectations across all care channels.
 - Care Contact Center Improvement: Over 18 months, improved NPS +40 points (to positive NPS), Voice of the Customer +30% and 7-Day First Call Resolution +15% representing an +8 percentage point absolute improvement.
 - Redesigned contact center workforce management operation to deliver a consistent 30 second ASA.
 - Delivered 4 American Customer Satisfaction Index (ACSI) #1 rankings for the Optimum Mobile wireless service in 2022: #1 Overall Customer Satisfaction, #1 Call Center Satisfaction, #1 Website Satisfaction, and #1 Retail Courtesy and Helpfulness.
- Sales Growth & Go-To-Market Strategy: Streamlined marketing message, simplified offers, removed fees, and packaged compelling product value at all tiers of service. Developed logical upsell paths that support long-term ARPU growth. Orchestrated direct marketing and direct sales blitzes targeting DSL prospects & fiber winbacks.
- Rebrand Strategy: Led rebrand strategy to unify all of Altice USA's customer-facing brands to Optimum creating a powerful national brand, brought to life locally. The Rebrand provided a platform to reconnect with customers, communities, and employees while delivering a clear value proposition, operational efficiencies, and a unified customer experience.

- Regional Sales Channel Expansion: Over 12 months, opened 65 new retail experience center locations and doubled direct sales headcount, hiring over 250 new door-to-door salespeople, net of attrition. This expansion contributes over 75,000 incremental customer relationship sales annually and increases Altice's local presence in communities served.
- Product: Led Internet + WiFi + Mobile offer, positioning and bundling strategy. Developed multi-year product roadmap and launched multi-gig speed tiers, WiFi 6, WiFi Extenders, Internet Security, and the Optimum TV App on Apple TV.
- Strategy & Execution: Implemented a top 20 program management office to prioritize top initiatives, define the KPIs that measure success, focus the organization, drive operational accountability, and instill an execution mindset.
- Customer Experience & Digital Transformation: Led digital investments with deeper back-end systems integrations of troubleshooting guides to create an ecosystem for self-help and to reduce the overall customer contact rate and cost to serve.
 - Led program to redesign customer web portal from ground up and to develop new iOS and Android customer app.
 - Simplified IVR self-help and payment flows so customers can more easily self-service or reach an agent.
 - Drove billing project to simplify customer bill presentation and eliminate confusing and inconsistent charges.

SVP, Sales & Customer Acquisition Strategy

Apr 2019 – Dec 2020

SVP, Sales

Mar 2018 – Apr 2019

SVP, Inbound Sales & Retention

Jan 2017 – Mar 2018

Responsible for Altice USA's residential sales department including oversight of sales strategy and front-line execution. Inbound Sales, E-Commerce, Direct Sales, Retail (140+ locations), MDU, Partner Sales, and Sales Ops. Assumed responsibilities for offers, value proposition, and go-to-market in 2019. Played key role driving 10% internet customer growth 2017 – 2020, 400K net adds.

- P&L Responsibility: 1M customer relationship sales annually, \$350M operating budget, 3,000 employees/contractors.
- Sales Growth: Delivered a 2.5% internet customer relationship sales CAGR 2017 – 2020 across highly competitive footprint.
- New Sales Channel: Launched Partner Sales channel in 2019, growing from zero to over 40,000 sales annually.
- Sales Performance & Efficiency Improvement: Keeping expenses flat, drove sales productivity increases every year.
 - Inbound Sales customer relationship sales yield improvement: 6% CAGR 2017-2020.
 - E-commerce Sales customer relationship sales yield improvement: 16% CAGR 2017-2020.
 - Direct Sales customer relationship sales productivity-per-day improvement: 4% CAGR 2017-2020.
 - Retail Sales customer relationship sales yield Improvement: 7% CAGR 2017-2020.
- Cost to Serve Reduction: Eliminated millions of dollars in truck rolls by driving a 25 percentage point increase in self install sell-in over 12 months. Partnered with Field Operations to ensure jobs got installed the first time, driving higher completion rates.
- Acquisition Offer Strategy: Standardized offers, prices, tiers, and go-to-market strategy across footprint. Developed offer segmentation strategy based on two market profiles – fiber competition or no fiber competition.
- E-Commerce Website & Buyflow Redesign: Redesigned both the fixed and mobile websites from the ground up – technical architecture, front end user experience, buy flow funnel and back-end operation/integrations. Generated double digit gains in browsing time, click through and conversion rates from web visitor -> shopper -> confirmed order.
- Retail Transformation: Transformed Retail footprint from service-center style locations to retail experience stores that provide top-tier sales and customer service while evoking a positive direct relationship with the Optimum brand. Renovated 30+ locations to new design standards and for mobile phone presentation in 2019.

CHARTER COMMUNICATIONS – Stamford, CT (\$40B Annual Revenue, 27M Customers)**2016 – 2017****VP, Sales Support**

- Led sales back-office integration efforts following the Charter Communications / Time Warner Cable / Bright House merger.
- Managed teams from 3 different legacy organizations, rationalizing roles and aligning functions. Standardized sales back-office call center operations, reorganizing 300 employees and eliminating ~\$15M of expenses in the first 120 days.
- Responsible for 1,800 contact center sales and back-office employees, 6 sites and 3 external BPO partners.

ADDITIONAL EXPERIENCE

VP, Sales Operations & Director, Finance at Time Warner Cable (<i>Acquired by Charter Communications – May 2016</i>)	2012 – 2016
Director, Operational Finance at Insight Communications (<i>Acquired by Time Warner Cable – Feb 2012</i>)	2009 – 2012
Associate, Investment Analyst at Ramius LLC (<i>\$12B+ AUM Multi-strategy Hedge Fund</i>)	2007 – 2008
Investment Banking Analyst at Robert W. Baird & Co. (<i>Middle Market Investment Bank</i>)	2005 – 2007

VOLUNTEER EXPERIENCE & BOARD MEMBERSHIPS

WICT Prime Access Mentor – WICT Mentorship	2020 – 2023
CTAM Board of Directors (<i>Cable & Telecommunications Association for Marketing</i>)	2019 – 2022
CTAM Educational Foundation Board of Directors (<i>Harvard Business School Cable Executive Management Program</i>)	2019 – 2022

HONORS & EDUCATION

2022 Cablefax 100 Top Power Players Honoree – 2022 Cablefax 100	2022
Harvard Business School Cable Executive Management Program	2018
B.S., Business Administration, Washington & Lee University – Lexington, VA	2001 – 2005

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PROFESSIONAL EXPERIENCE

**March 2023 –
Present**

**Ezee Fiber, Houston, TX
Chief Development Officer**

**Dec. 2021 –
March 2023**

**Intrepid Fiber, Boulder, CO
Business Development Lead**

- Created a fiber to the home start-up backed by Brookfield Infrastructure Fund (BIF)
- Negotiated framework agreement with the first ISP customer (Fortune 50 company) to offer a Wholesale Fiber to the Home arrangement
- Lead on market expansion decisions including market competition, existing fiber, market demographics, capital assumptions, build ease (aerial vs. underground), and return on invested capital
- Primary lead on government funding including RDOF, ARPA, BEAD planning, determination of underserved/unserved markets, Grant submittals and responses, and partnerships with Co-op consultants
- Lead on MDU penetration plan including building access agreements and new building access technologies,
- Primary lead on securing CPCN licenses in over 20 States, obtaining ROW/Franchise agreements in municipalities, and responding to citywide RFP's for FTTH
- Worked closely with Engineering & Construction groups to negotiation lump sum turn key market specific construction agreements driving down the cost of fiber builds
- Developed SMB and Wholesale strategy for future revenue growth within the FTTH communities
- Worked with City Managers, Mayors, and City Planners within Municipal governments for opportunities to exchange fiber and conduit assets to reduce the cost of market builds
- Primary lead along with CEO in creating Logo, Website, and presentation material
- Developed Large Deal review and market fund requests to approve over \$100 million in new market expansion analyzing MOIC, Build Multiples, IRR, EBIDTA while including financial drivers such as inflation, contingency, penetration rates, etc
- Key decision maker on M&A analysis

**Apr. 2020 –
Aug. 2021**

**Unitek Global Services, Irving, TX
Executive Vice President – Commercial Operations**

- Led the Business Development, Supply Chain, Bid Management, and FP&A organization for one of the largest Telecom Engineering and Construction Corporations in the United States
- Implemented new CRM system to track Activity, Pipeline/Funnel, and Results
- Created new Business Development team who had sold over \$23 Million in Telecom Construction to the largest Wireless, MSO's, and Wholesale Providers
- Led cost saving Programs which had reduced \$1.3 Million in CAPEX/NETEX annually
- Implemented Account Development Plans for our Sales Organization which included customer penetration strategies, driving new markets for UniTek, and led to new logo's within our corporation
- Led our corporate strategy in attacking new Rural Broadband markets based off to the Federal Funding through RDOF that subsidized Rural Broadband Construction throughout the Southeast
- Led UniTek's annual budgeting initiatives which incorporated Revenue Trends, Active Funnel, Cost Saving initiatives, and current operating expenses
- Key Decision Maker on new Capital Projects which included working with the Board of Directors on approving any large Capital Projects ranging from \$5 million to \$100 million
- Contributed to monthly Board Meetings discussing Company wide Pipeline/Funnel, Budget Forecasting, new sales initiatives, and Rural Broadband Projects
- Key decision maker on M&A analysis

**Oct. 2017 -
Apr. 2020**

**Zayo Group, Boulder, CO
Vice President – Product, Business Development, and Solution Engineering**

- Led a team that has Sales Responsibility for roughly \$1.7 million of average quarterly sales spanning Products such as Waves, Dark Fiber, Private Dedicated Networks, IP, and Collocation
- Managed the Solution Engineering (SE) team providing custom telecommunication solutions and designs for large customers
- Effectively led the Fiber Product organization with responsibility over development of new products and new

- product features such as Private Dedicated Networks
- Key decision maker on large projects with capital approval and/or influence of projects over \$50 million. Capital assessments range from simple payback, IRR, NPV, and includes decisions on future revenue growth, presales on speculative investments, and managing capital budgeted forecasts
- Maintained Capex, Netex, and Opex budget with objectives to decrease expenses which included commercial negotiations with equipment manufacturers, 3rd party Outside Plant organizations, and other Telecommunication Companies to realize expense saving opportunities
- Key decision maker on large Merger and Acquisitions analyzing future cash flows, enablement of new markets, and expense synergies
- Leads a team which pursues opportunities to partner with utility, government, and education groups who require significant infrastructure support including fiber construction support and fiber network operations
- Led initiatives to increase sales from mega verticals such as International Carriers, Webscalers, MSO's, Datacenters, Wireless, Large Enterprise, and Wholesale including insights into competitive landscape, pricing strategies, and optimal solution for customers
- Led the Business Development Organization which assisted the direct sales team in closing Complex Deals and Pursuit Support including identification of solutions, developing/supporting RFP response and proposals, and negotiating contracts with larger, complex deals.
- Created a Targeted Account Program which serves to focus our Business Development and Sales Organization on Accounts with telecom growth opportunities, growth in markets, likely winning price points, and preferred customer required products

Dec. 2010 – LEVEL 3 Communications. London, England and Broomfield, Colorado
Oct. 2017 Senior Director Commercial Services and Offer Management Europe (2016 to 2017)
Senior Director Commercial Services United States (2010 to 2016)

- Successfully led a Commercial Services organization which had responsibility for Global Solutions for European Customers, who's targeted customer base was Wholesale, Large Enterprise, Wireless, and Webscalers spanning the largest markets in Europe
- Led a team which had responsibility for contract negotiations with a goal of striking a balance between customer requested commercial terms and lessening negative contractual exposure to Level 3
- Offer Management team assisted in increasing sales 18% from 2016 to 2017 with Sales reaching \$13.7 Million monthly reoccurring in 2017
- Had decision authority and influence over \$100 Million of annual Capital Budget which was deployed on success based and speculative capital projects
- Team had authority over pricing and customer offers utilizing tools to reach a balance between competitive offers and gross margin, return on invested capital, EBITDA, NPV, and IRR
- International experience (2016-2017) leading Global teams tasked with Commercial decisions on new deals, contract negotiation, and RFP responses

July 2000 – LEVEL 3 Communications. Broomfield, CO
Oct. 2010 Senior Director – Wholesale Markets Group

- Lead a team that provides operational oversight for the Converged Carrier and Wireless, Foreign Carrier, and Government Sales channels generating \$1 B in annual revenue
- Lead the Order Entry, Service Delivery, and Program Management Orgs with oversight of \$9M budget and accountability for performance objectives, product quality, and account life cycle management
- Served as key integration leader in several M&A's including; WilTel, Broadwing, Telcove and Progress affecting 1,000 + employees, meeting budget and headcount goals by assisting in the consolidation of legacy teams, manage OPEX initiatives, and executing on synergies between organizations
- Team established and maintained operational ownership and relationships for Level (3)'s top customers including Verizon, T-Mobile, France Telecom, British Telecom, and AT&T
- Coordinated service improvement plans, operational reviews, and customer scorecards

EDUCATION

Bachelors Degree in Business Management from the University of Colorado.