



CUSTOMER NOTICE

\$6.99/month Other Equipment Fee to be added to customer bills

Residential and Small Business download Maximum Connection Speed to be increased by 2 Mbps

At Broadband VI we strive to provide you with the best and most reliable service. During the COVID-19 pandemic we have seen a dramatic rise in demand for bandwidth due to accelerated needs for distance learning, videoconferencing, and video entertainment options at home. We have responded by investing heavily, and well beyond our annual capital improvement program, to significantly expand and upgrade our network infrastructure. We are grateful that we have been able to do this while also working to keep our employees, contractors and customers safe.

Since 2002, Broadband VI has often increased capacity for customers while holding the line on pricing, and this has been possible because we work very hard to contain our costs. As the first to have restored service following hurricanes Irma and Maria in 2017, we have also demonstrated a clear commitment to resilient operations, but the costs for improving resilience continue to rise disproportionately. This is due to uncertainties associated with utility power, the periodic theft of copper and other material that occurs at our network infrastructure sites, rising insurance costs, and, frankly, because we all have come to expect more from our internet service. We are responding through increased security protocols, additional routing links for failover and load balancing throughout our network, and the implementation of alternative power sources across our network backbone, including backup generators, utility-grade battery systems, and solar arrays. In addition, we are increasing our inspections and remediation of copper protection damage at tower sites with the goal of making our service much less susceptible to outages related to power and other losses.

Stateside ISPs do not face these challenges to the same degree, but typically have higher prices. Unfortunately, we cannot bear these costs in our service fees and yet we cannot forego these costs, either. As a result, we are introducing a monthly fee to facilitate our continued investment in improved resilient operations.

Effective November 1, 2020, Broadband VI will be adding a \$6.99 charge to your monthly bill if it is not already present. This charge will be reflected as an "Other Equipment Fee" and applied on a per-location basis.

Our principal competitor introduced a similar fee much earlier this year. We had hoped to avoid this reality and worked very hard to do so. We recognize that many customers are experiencing budget limitations but still need and expect their internet service to do more. A large number of our Residential Basic internet customers, for example, are regularly utilizing the maximum 6 Mbps download capacity offered by that plan, and this reflects the reality that many of us face at home: school-aged children and young adults engaged in online courses, and adults requiring connectivity to work remotely. To assist our Residential Basic customers in meeting these needs, we are increasing their maximum download speeds, and extending this consideration to all other Residential and Small Business service plan customers, as well.

Effective October 1, 2020, Broadband VI will increase the download Maximum Connection Speed for our Residential and Small Business internet service plans by 2 Mbps, at no additional cost. For Residential Basic customers this represents a 33% increase in maximum download speed.

We know that you expect the best from us. We look forward to the opportunity to continue to serve you and thank you for being a valued customer and a crucial part of the Broadband VI family.

David M. Zumwalt
Chief Operating Officer