

Consolidated Communications is thankful for our successful partnership with your town and we are proud to see the benefits that our 100% fiber network is already providing to your community. That's why we're so pleased to announce the next chapter in this story...

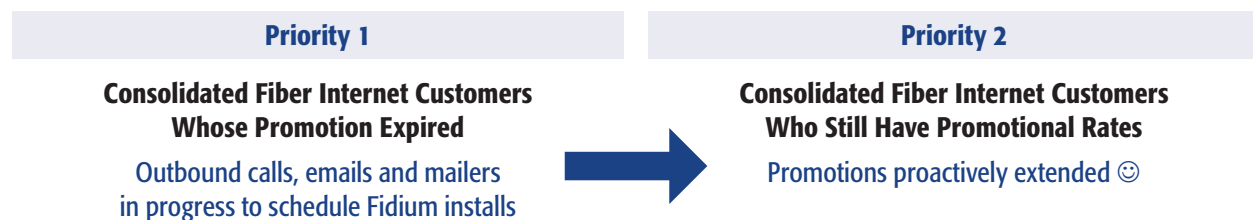
### Introducing Fidium Fiber internet!

We're committed to bringing our new consumer fiber internet brand, Fidium Fiber, to all town residents. It's a completely redesigned customer experience on top of an already amazing fiber internet connection. Fidium Fiber offers:

- Ultra-fast speeds, up to 2 Gigs
- The latest WiFi 6 technology
- An easy to use mobile app to give you more choice and control over your home network
- Next-gen customer support
- Free professional installation for speeds up to 1 Gig
- New-customer pricing for the first year (even for those who have already had service from Consolidated)
- No hidden fees
- Easier to understand bill

### Process for Fidium Migration

We will be migrating residential customers who currently have Consolidated Fiber Internet to Fidium over the next few months. Everyone will receive one year of new-customer pricing when they move to Fidium Fiber internet. We'll reach out to residents to schedule professional installation of enhanced Fidium WiFi equipment in phases. Effective immediately, we're extending promotional rates for existing Consolidated Fiber Internet customers so they don't have to worry about price increases while they wait for Fidium.



### Tips for a Smooth Upgrade to Fidium Fiber

- **Don't order online.** We'll call, email or mail you when you can **call to order Fidium**.
- Once you've ordered Fidium, make sure to **set up your Fidium Insider Portal account prior to installation**. Registration is required to complete install.
- Set aside 1-3 hours for your professional installation and whole-home WiFi network setup. Have your mobile phone and current WiFi network name and password handy.
- Pay your final Consolidated Fiber Internet bill to Consolidated Communications. You'll receive a separate invoice for Fidium service.