

## **Important Update: Upcoming Price Adjustment to Your Internet Package**

In May of 2022, we instituted new internet prices for new subscribers that were higher than your current prices at this time. That is, we grandfathered our existing subscribers (at that time) at their original prices. We have seen increased costs of service since that time so we have made the decision that we need to increase your price to put all of our customers on the same plans. The result is that all subscribers will pay the same prices for their tier level they choose going forward.

We are committed to providing you with the best possible service and continuously improving our offerings. To maintain the quality and reliability you expect, we will be implementing the price increase for your internet package on your December 2024 billing statement that covers your January 2025 service period.

Starting on this date, your monthly fee will change based on the packages laid out on the back of this notice. We understand that price adjustments can be challenging but we assure you that this decision was made after careful consideration. The change will help us maintain our infrastructure, upgrade our services and continue to provide the highest level of customer support for your service.

If you have any questions or would like to discuss your options, please contact our customer support team at 607-293-6622.

Thank you for your understanding and continued support. We look forward to continuing to serve you.

### **Current Plans & Pricing:**

Residential 100/100—\$52.95

Residential 250/250—\$62.95

Residential 1000/1000- \$79.95

Commercial SOHO 100/100 \$73.95

Commercial SOHO 250/250 \$83.95

Commercial SOHO 1000/1000—\$104.95

### **Updated Plans & Pricing:**

Basic 100/100—\$59.95

Premier 250/250—\$69.95

Ultimate 1 Gig- \$99.95

Commercial SOHO 100/100- \$79.95

Commercial SOHO 250/250- \$89.95

Commercial SOHO 1000/1000—\$109.95

