



Dear Customer:

Internet access is an integral part of all of our lives and the consumption of data and need for speed has increased dramatically over the years. Almost every household has multiple Internet enabled devices (smartphones, laptops, tablets, smart TVs and gaming systems) consuming massive amounts of data and challenging network capacity. In anticipation of these needs, we have invested millions of dollars into network and speed improvements.

Here are just some of the enhancements we will be making in the next couple of months or have made over the last year to your high speed Internet experience:

- Coming soon - doubling our download speeds on our most popular speed tiers (all areas to be done by September, 2017)
- Coming soon - increasing our upload speeds (all areas to be done by September, 2017)
- Coming soon - we will be rolling out super-fast DOCSIS 3.1 - starting with a 350 Mbps download speed
- Coming soon - a new in home Wi Fi mesh system to give you the best in class Wi Fi experience
- We've increased our data allowances

Enhancing and maintaining our network and technology is costly and yet our rates for high speed internet service have remained unchanged since 2009. Adjusting prices is not something we take lightly and for the past 8 years we've worked hard to control our costs so that we could provide you with fast and reliable Internet. While we continue to do everything we can to control our costs, we find it is necessary to adjust prices for high speed Internet service. Effective July 1, 2017, high speed internet price will be increasing \$2.00/month on each service tier.

Our pledge is to continue to invest in our High Speed Internet infrastructure so you have the best Internet experience possible.

Thank you for being our customer. We appreciate that you choose Blue Ridge as your internet service provider.

Blue Ridge Communications