



350 S Loop 336 W, Conroe, TX 77304

Urgent Update! We're upgrading phone and internet service in your area.

To maintain your service, call to schedule your FREE fiber internet and phone installation.

<Gain A. Sample>
<8003 Franklin Farms Dr.>
<Richmond, VA 23229>
<XXXXXXXXXXXXXXXXXXXXXXXXXX>

Dear <Customer Name>,

We upgraded our network infrastructure in parts of [town]! With our new Fidium Fiber internet and enhanced phone services, you'll experience faster speeds, improved call quality, better reliability, more bandwidth, and a host of other benefits. We are transitioning services from our copper DSL internet and phone service network to our new state of the art fiber network on **March 4, 2025**. **You must schedule your FREE professional installation to maintain service.**

Benefits you'll enjoy with fiber!



Appreciate better value: With Fidium, you get our best prices with the best technology



Crystal-clear call quality: Our new phone service offers better call clarity, reducing dropped calls and improving your overall experience



Experience faster speeds: With speeds starting at 100 Mbps, you'll notice an immediate difference in everything you do online and no more buffering

We are excited to offer you a faster, more reliable connection with Fidium Fiber. **We'll work with you to find a package that fits your needs and lifestyle.**



Don't wait! Schedule your FREE phone and internet upgrade today!
Call 1.866.662.7976 Visit FidiumFiber.com/SwitchToBetter

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of (carrier's name). Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Services not available in all areas or at the rates or speeds generally advertised. Fidium gateway req'd to support Attune WiFi app & proactive network monitoring. Upload/download speed based on max wired speeds to single connected device. Actual internet, WiFi speeds & WiFi coverage varies based on home size/layout, construction materials, hardware/software limitations, simultaneous users/devices, etc. © 2024 Fidium. All rights reserved. DM-264101