

*Note: if you are an SCS Broadband **Business** customer or **Fiber** customer, disregard the following notice.*

## Dear Valued SCS Broadband Customer,

We would like to begin by thanking you for your continued support of SCS Broadband by subscribing to our service. We are honored to serve the residents of Virginia's rural counties, getting high-speed Internet access to places where other Internet companies have yet to invest. It has been our goal since day one to bridge the digital divide, ensuring that as many people as possible have high-speed internet regardless of where they live.

In order to simplify our business practices and provide a more unified customer experience, we are making a few changes to our contracts and prices. These changes can be summarized in three main parts listed below.

- 1) Starting on March 1<sup>st</sup>, SCS Broadband has done away with the two-year and month-to-month contracts and gone to a single one-year contract for all new customers. Every new customer will sign a one-year contract for our service, and all existing customers will be switched to the one-year contract:
  - a) All existing **month-to-month contract** customers will be grandfathered in at their current service plan rates until June 1<sup>st</sup>, by which time they will be required to sign the new one-year contract.
  - b) All existing **two-year contract** customers will be grandfathered in at their current service plan rates until the term of their contract ends, at which time they will be required to sign the new one-year contract.
- 2) SCS Broadband will no longer offer discounting on any internet plans. This includes the "one-month free" discount for customers paying annually. SCS has also dropped the \$5/month discount for customers on the **two-year contract**, since this contract will no longer be available.
- 3) SCS Broadband's plan prices have changed, and the change is reflected on the refreshed website. Most plans simply reflect the pricing without the \$5/month discounting, so our lowest plan of \$35 has gone to \$40, the \$55 plan has gone to \$60, etc. The new pricing scheme will come into effect for new customers immediately, and existing customers during the first month that they have signed the one-year contract.

In order to sign the one-year contract before the June 1<sup>st</sup> deadline, customers may go to [www.scsbroadband.com](http://www.scsbroadband.com) and go to **My Account > Contracts and Terms**. Once there, you will see a link titled "One-Year Wireless Contract (online)." Click the link to fill out your info & securely sign the contract online. Or they may stop in at SCS Broadband's Arrington office to sign. If there are any questions concerning the new contracts and pricing scheme, please feel free to contact us via our support email at [support@scsbroadband.com](mailto:support@scsbroadband.com), or you can call our main office at 434-263-6363.

Thank you again for your continued support, and we look forward to another great year providing you with high-speed Internet!

■ SCS Broadband / Acelanet, LLC