

August 1, 2022

Tom Aspell
City Manager
City of Concord
41 Green Street
Concord, NH 03301

Dear Tom Aspell,

The purpose of this letter is to inform you of the residential customer notification that is being provided to all Breezeline customers in your community outlining price changes for some of our products and services.

These adjustments, effective September 1, 2022, are due to factors such as rising inflation, fuel and shipping costs, and supply chain shortages that have made it more costly to get the equipment we need to service our customers. In addition, there have been significant increases in the fees charged by local broadcasters and cable networks, including retransmission fees and costs associated with TV sports rights.

At the same time, we continue to invest in our state-of-the-art, fiber-rich network to deliver reliable, high-speed connectivity that is essential for work-from-home, distance learning, telemedicine, and more. The price changes are shown below:

Monthly Fee	Current Price	New Price
Unlimited Fast Internet	\$89.99	\$97.19
Unlimited UltraFast Internet	\$109.99	\$118.79
Unlimited GigaFast Internet	\$129.99	\$140.39
WiFi Your Way™	\$19.99	\$22.99
Variety+ Video Tier	\$64.99	\$69.99
Family+ Video Tier	\$9.99	\$12.99
Paper Statement Fee	\$1.00	\$2.00

We are proud to serve your community with advanced Internet, TV and Voice services, backed with attentive customer care and support, and look forward to meeting the communications needs of your community in the future. Please contact me if you have any questions.

Sincerely,



Nadine Heinen
Region Operations Director

Price updates for Breezeline customers.



Dear Breezeline customer,

We want to say **thank you for choosing us**. We're proud to call ourselves your communications provider, which is why **we strive to make your Internet, TV and Voice experience better every day**. As part of this goal, we want to keep you updated on any coming changes.



We are letting you know about **rate adjustments taking effect on September 1, 2022**. These changes come from factors such as rising inflation, fuel and shipping costs; supply chain shortages that have made it increasingly expensive to get the equipment we need to service our customers; and increases to the fees charged by local broadcasters and networks.

With these changes, we continue to invest in enhancements to serve you better, like:

- **Investments in cutting-edge technology** including faster high-speed data; more reliable and redundant networks; a growing, state-of-the-art high-capacity fiber network; improvements to existing products; and the launch of new products, including Stream TV.
- **An enhanced customer experience** including the My Breezeline app to help you manage your account; streamlined, easy-to-understand billing; more ways to get support; and more customer service agents.
- **Our first solar-powered plant and investment in Electric Vehicle (EV) trucks** to help reduce our carbon footprint.

What's changing and why:

- **Video Package Tier Increase of up to \$8.00** – This increase comes as a result of continued, unprecedented increases in costs of programming, even with less content available.
- **High-Speed Internet Package with WiFi Your Way™ Increase between \$8.60 and \$13.40** – For critical maintenance activities and updates to our network infrastructure to deliver vital connectivity.

We pledge that we will continue to invest in our state-of-the-art network and services that will deliver performance, reliability and the very best connected experiences. We thank you for being a valued Breezeline customer.

Sincerely,
Breezeline