



April 3, 2023

Dear Robert Johnston-

We want to take a moment to inform you of an upcoming adjustment to Sparklight’s residential high speed internet service. We are also pleased to share that we are increasing download speeds across the majority of our high speed internet plans.

We strive to bring our customers the best online experience possible, with fast and reliable internet service. Doing so means making ongoing investments in our network so we can deploy the latest network technology, providing enhanced security, reliability and speed as the connectivity needs of our customers evolve. While we have not adjusted our high speed internet rates in 8 years, from time to time it is necessary to adjust fees in order to keep pace with the costs of providing service.

As a result, effective with our next billing statement, the majority of our high speed internet rates will increase by \$5 per month. Current customers on a promotional rate are excluded from this rate adjustment during the term of their promotion.

To show our appreciation for the continued business of our customers, we are excited to share that we are automatically increasing download speeds across the majority of our high speed internet plans – effective mid-May. The majority of our internet plans are increasing by 100 Mbps! With these new speed upgrades, customers can stream, surf and game faster than ever before.

CURRENT DOWNLOAD SPEED	NEW DOWNLOAD SPEED
15 Mbps	25 Mbps
25 Mbps	50 Mbps
100 Mbps	200 Mbps
200 Mbps	300 Mbps
300 Mbps	400 Mbps
500 Mbps	600 Mbps

Please feel free to contact us with any questions or concerns you may have. We look forward to our continued partnership in 2023.

Sincerely,
Amanda Moore
Sparklight General Manager
812-545-0038
Amanda.Moore@Sparklight.biz