



Consolidated[®] communications

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February 8, 2012

Dear Consolidated Internet Customer,

As part of Consolidated Communications' ongoing efforts to deliver the best-possible service to our customers, we are planning a network change on February 26th that will cause a service interruption. This change will require that you install a new DSL modem and make a few modest changes to your Internet connection.

These changes will provide for:

- More secure Internet service for your computer and/or network.
- Improved reliability of Internet access.
- Better service and technical support.
- Lower maintenance requirements.
- Possibility of faster speeds

The best news? This conversion is easy and the equipment is FREE! All you need to do is install your new Consolidated router on your computer and adjust your settings for DHCP. Whether you are using a modem with your own router, or a previously provided router, we have included installation instructions with your new router. If you need help with your installation, just call our friendly technical support team at 1.800.480.0080 and they'll walk you through the process.

Please note that we have scheduled the process of converting your address from static to dynamic on February 26th between the hours of 7:00 am and 3:30 pm. Once the change is made, you will be required to replace your equipment to ensure continued signal. **To minimize the duration of connectivity loss, please do not make the equipment change until the scheduled network upgrade.**

If for some reason you do not wish to take advantage of this free service upgrade because you require a static IP, please call a customer service representative at 1.800.500.9000 before February 20th to make those arrangements. Please be advised that you must change equipment regardless of type of IP address.

Thank you for choosing Internet service from Consolidated Communications. We look forward to providing you with even better service over your new dynamic IP address!

Thank you,
Consolidated Communications