



Your Community Connection

May 15, 2017

Dear Valued Business Customer,

Independence Light & Power, Telecommunications is proud to be your hometown electric, cable, internet and phone service provider. Our goal is to deliver reliable services at the lowest possible cost. Over the past year, we have been replacing and upgrading equipment, and have made many improvements to the infrastructure that is used to deliver internet. These improvements ensure continued fast and reliable internet service. In addition to these changes we are also reworking our Business Internet speeds, pricing, and performance. Business customers will see faster download times as well as receive priority over other non-business users even during times of high system demand.

Our NEW Internet speeds and rate adjustments will take effect July 1, 2017.

Please see the attached charts that show the NEW Internet packages, as well as the speed and rate changes. For your convenience, we have also included a service and rate comparison chart of other providers in our area.

Independence Light & Power, Telecommunications is continuing to work hard to keep all costs as low as possible while maintaining the reliable service you trust. For any inquiries, suggestions or concerns, please call our office at 332-0100.

We greatly appreciate your business and look forward to continuing to serving you in the future.

Kind regards,

A handwritten signature in black ink, appearing to read "Kevin Sidles", is written over a light gray rectangular background.

Kevin Sidles, General Manager



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Indytel	
Services	
Current	Effective July 1, 2017
Business Lite \$31.95 4mb/1mb	Business Lite \$39.95 4mb/1mb
Business Standard \$54.95 15mb/2mb	Business Standard \$59.95 20mb/5mb
Executive Business 74.95 30mb/5mb	Executive Business \$79.95 100mb/10mb
Executive Max \$94.95 50mb/5mb	Business Fiber \$284.95 500mb/50mb
Executive Flash \$164.95 100mb/10mb	No longer offered
Quantum \$284.95 300mb/50mb	No longer offered

Comparison Companies		
Services		
Company A	Company B	Company C
Fiber Non-Profit \$57.95 100mb/50mb	Plus \$69.95 10mb/1mb	Business 25 \$74.95 25mb/15mb
Fiber Office \$65.00 100mb/50mb	Ultra \$129.95 20mb/2mb	Business 50 \$97.95 50mb/25mb
Fiber Office Plus \$92.50 250mb/125mb	Ultra 50 \$199.95 50mb/5mb	
Fiber Office Enterprise \$440.00 1000mb/500mb	Ultra 105 \$299.95 105mb/10mb	

- **Business Lite** customers will have a rate increase from \$31.95 to \$39.95 a month.
- **Business Standard** customers will receive a speed and performance increase of 5mb/3mb and also a rate increase from \$54.95 to \$59.95 a month.
- **Executive Business** customers will receive a speed and performance increase of 70mb/5mb and also a rate increase from \$74.95 to \$79.95 a month.
- **Executive Max** customers will be moved to the **Executive Business** package and receive faster speeds for \$15.00 less per month.
- **Executive Flash** customers will be moved to the **Executive Business** package and receive the same great speed with improved performance for less than half the current price.
- **Quantum** customers will be moved to the **Business Fiber** package and receive faster speeds at the same price.