



Your Community Connection

May 15, 2017

Dear Valued Residential 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. Because of these changes, we are excited to announce NEW & IMPROVED INTERNET PACKAGES to our valued customers. With Indytel's NEW increased internet speed, customers will see faster download times of photos, videos, and games, as well as seamless streaming of services such as Netflix and Hulu.

WE DID OUR HOMEWORK.....

Our customers want faster Internet speeds at a lower price point. We have worked hard to provide just that – FASTER SPEEDS AT A LOWER PRICE. Our new "Standard" package of 100mb download and 5mb upload will be the "standard, go to package" for many of our customers. For those needing even more speed and capacity the "Plus" package delivers 250mb download and 10mb upload for far less money than what was previously available. We will continue to offer our lower speed packages at this time for customers currently subscribed to those packages, but will need to take a rate increase on the Indytel Lite and Residential High Speed packages. Our NEW packages 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 inquires, 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".

Kevin Sidles, General Manager



Your Community Connection

Indytel	
Services	
Current	Effective July 1, 2017
Indytel Lite \$23.95 4mb/1mb	Indytel Lite \$29.95 4mb/1mb
High Speed \$36.95 20mb/2mb	High Speed \$39.95 20mb/2mb
Gamer \$59.95 30mb/5mb	Standard \$49.95 100mb/5mb
Indytel Plus \$84.95 50mb/5mb	Indytel Plus \$79.95 250mb/10mb
Indytel EXTREME \$114.95 100mb/10mb	No longer offered
Indytel Quantum \$184.95 150mb/10mb	No longer offered

Comparison Companies		
Services		
Company A	Company B	Company C
Fiber Basic \$29.95 3mb/1mb	Standard \$59.95 50mb/50mb	Basic Fiber \$49.95 24mb/10mb
Home Broadband \$45.95 100mb/50mb	Expanded \$77.95 100mb/100mb	Family \$79.95 48mb/20mb
Fiber Home Plus \$64.95 250mb/125mb	Gigabit \$149.95 1000mb/1000mb	
Fiber Quantum \$105.95 1000mb/500mb		

- **Indytel Lite** package will have a rate increase from \$23.95 to \$29.95 a month.
- **High Speed** package will have a rate increase from \$36.95 to \$39.95 a month.
- **Gamer** customers will be moved to the NEW **Standard** package and receive 70mb faster speeds for \$10.00 less per month.
- **Indytel Plus** customers will stay on the **Indytel Plus** package and receive more than double the speeds for \$5.00 less per month.
- **Indytel Extreme** customers will be moved to the **Indytel Plus** package and receive 150mb faster speeds for \$35.00 less per month.
- **Indytel Quantum** customers will be moved to the **Indytel Plus** package and receive 100mb faster speeds for \$105.00 less per month.

The **High Speed** package will no longer be available for new customers, but existing customers on this package can stay on the package if they choose to. Once a customer leaves the High Speed package it will no longer be available and a customer must choose from the Indytel Lite, Standard or Plus package.