



A better Internet experience is on the way

**Introducing Fidium Fiber**

August 22, 2022





Consolidated Communications' 100% fiber network allows us to continue to innovate, effectively making your town's network future proof. We're excited to bring Fidium Fiber, our new consumer fiber internet brand backed by an all-new customer experience to your town.

## What does this mean?

- ✓ We are freezing Consolidated Fiber Internet rates until the February 2023 bill cycle for anyone in your town whose promotional rate has already expired and we'll prioritize the conversion to Fidium for those customers.
- ✓ We will reach out to town residents about installation of Fidium Fiber service based on the timing of their initial sign up for Consolidated's fiber internet service.
- ✓ All town residents will receive their first year of Fidium Fiber internet at our special new-customer price.

# Customer Migration Scenarios



## 1) Consolidated Fiber Internet customers whose promotional pricing has expired

- First priority to transition to Fidium; we will contact customers in stages to ensure availability of install appointments

## 2) Consolidated Fiber Internet customers who still have time left on their promotion

- Second priority to transition to Fidium; we will contact customers in stages to ensure availability of install appointments
- Notified that Consolidated is proactively extending their current promotion so it will not expire before they can switch to Fidium

## 3) Consolidated DSL Internet customers

- We encourage all DSL internet customers to take advantage of the benefits we can offer with our new fiber service
- All current DSL customers who want to upgrade their service and experience will be placed on Fidium Fiber from Day 1

### Tips for a smooth transition

**Wait to hear from CCI/Fidium** to make the transition to Fidium – we'll reach out when it's your turn (don't order online)

**Requires professional install (FREE)** to give you all-new-and-improved WiFi equipment - install usually takes 1.5-3 hours once we arrive (you will have a 2-hr appointment window for our arrival)

**Register for Fidium Insider Portal** at Fidium.net prior to install

**Write down your current WiFi network name (SSID) and password** – we suggest re-using them so all WiFi devices reconnect seamlessly

**Have your mobile device handy** at install so you can download the Fidium Attune WiFi app

# Switching to Fidium Offers a Lot



- Ultra-fast speeds, including 2 Gigs
- The newest WiFi 6 gateway technology, included in the price
  - Plus up to 2 WiFi extenders are included if you need them (our WiFi is so good most homes don't even need them!)
- Fidium's easy-to-use network app, Attune WiFi
- More control over your home network and guest access
- Next-gen customer care and tech support (Have you met our virtual assistant, Smiley? 🗣️)
- No-fee transition from Consolidated
- Free professional installation, including whole-home WiFi network setup
- New customer promotional pricing for the first year to continue savings
- Commitment to treating customers fairly with no hidden fees or gotcha pricing
- Easier to understand bill

**We appreciate your faith in Consolidated to bring your town the very best Internet technology and we continue to make good on our promise with the introduction of Fidium Fiber internet.**

# Introducing Fidium Fiber



## Exceptional service



You'll get an exceptional experience – from your first contact to all future interactions

## Affordable pricing



Unlike the competition, we won't take more of your budget to deliver less

## Sincere support



We'll provide the support you need, sometimes, even before you know you need it

## Customer focus



We're dedicated to providing unprecedented connectivity, customization and customer experience

## Compassionate assistance



We're understanding of your needs and will assist you every step of the way to come up with solutions

# Better Internet. Period.

## 2 Gigs

\$165/mo

1-year rate lock (\$190/mo after)

Installation is \$199

No contract

Futuristic

## 1 Gig

\$70/mo

1-year rate lock (\$95/mo after)

FREE installation

No contract

Supreme

Most  
Popula  
r

## 250 Mbps

\$60/mo

1-year rate lock (\$85/mo after)

FREE installation

No contract

Advanced

## 50 Mbps

\$35/mo

1-year rate lock (\$55/mo after)

FREE installation

No contract

Essential

### All plans include:

#### WiFi 6 gateway

to enable faster speeds and wider coverage

#### WiFi extenders

we'll provide up to 2, plus additional extenders if needed

#### Whole-home WiFi app

to put you in control

#### Proactive network monitoring

to help resolve any issues

#### Professional installation

for speeds up to 1 Gig)

#### \$5 discount with subscription

to Paperless Billing and AutoPay (included in advertised price)

# Reliable home phone option (no bundle required!)

## Add phone service

\$15/mo

Unlimited local and long distance

Includes local, nationwide and international calls to Canada, U.S. Virgin Islands, Guam, Puerto Rico, and the Mariana Islands

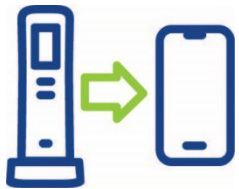
### Add-on features:

**24-hour battery backup**  
in case of a power outage

**International calling**  
charged per minute, per country

**Add an additional line**  
for \$15/mo

## Voice powered by fiber internet



### Never miss a call

Forward calls to any other phone or device, ring on other phones at the same time or when one doesn't answer, plus call waiting and caller ID



### Feel secure

Your home phone will automatically connect your address to 911, so you don't have to worry in an emergency



### Clear the line

Block spam, anonymously reject calls or set to do not disturb to keep your ear on what's important



### Get the message

All voicemails will go directly to your email, so you access your messages faster



# Featured TV and streaming TV providers

## Our featured TV partner



It's everything you want from TV. Minus all the things you don't.

The best of Live TV & On Demand all on your favorite screens.

No dish, no cable box, no installers.

Sign up and start streaming instantly.

## Streaming TV service providers



Watch live TV from 85+ channels

Unlimited cloud DVR storage and viewing capabilities

Includes major sports networks, plus public broadcasting and entertainment channels

No contract



100+ channels available + premium, sports & international add-ons

Designed for the sports lover with a mix of entertainment & news channels

Live and On Demand

No contract



60+ channels available + premium add-ons

Designed for the entertainment, lifestyle and drama lover

Budget friendly

Live and On Demand

No contract

## The ultimate TV streaming experience



### You're in control

Create your own TV guide! Watch what you're in the mood for, not what's "scheduled."



### Stream smart

With fiber, your whole household can use their devices all at once without lags or squabbles!



### Clean and easy

Super-fast fiber provides easy access to your devices. Fewer connections and cords needed on TVs.



### Get what you want

Sports fan? Love the classics? News junkie? Get what you love and skip what you don't.

# Customer mobile app – Fidium Attune™ WiFi



## Simple, smart controls



### Your home is going to be smarter than ever

Fidium Attune™ WiFi gives you total control over your whole-home WiFi experience. Our free, easy-to-use app gives you a 360° view of your entire home WiFi network. If you need to run a speed test, know who's online, troubleshoot a home network issue, monitor network and home security, or set controls around when to make access available—you have a simple interface at your fingertips 24/7.



### Adapt™

Buffering is a bad dream of the past! Adapt service delivers ultra-fast, perfectly consistent connectivity across every room.



### Control™

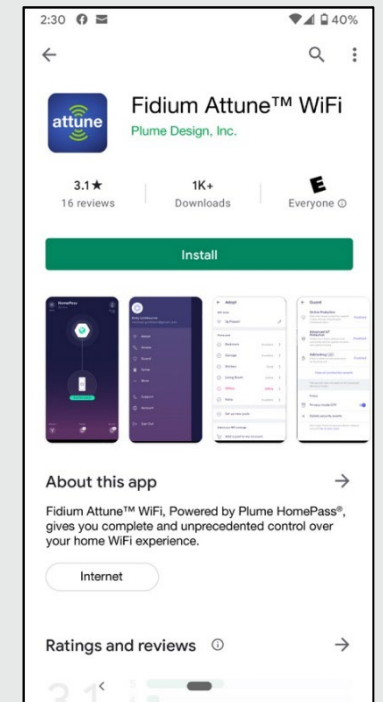
With Control features, you can create visitor passwords with expiration dates for extra security – customize the devices and services guests can access!



### Guard™

Guard provides always-on security for every device on your network. Filter suspicious activity, quarantine devices that are behaving strangely, and enjoy built-in ad blocking.

Our easy-to-use home network app lets you manage it all



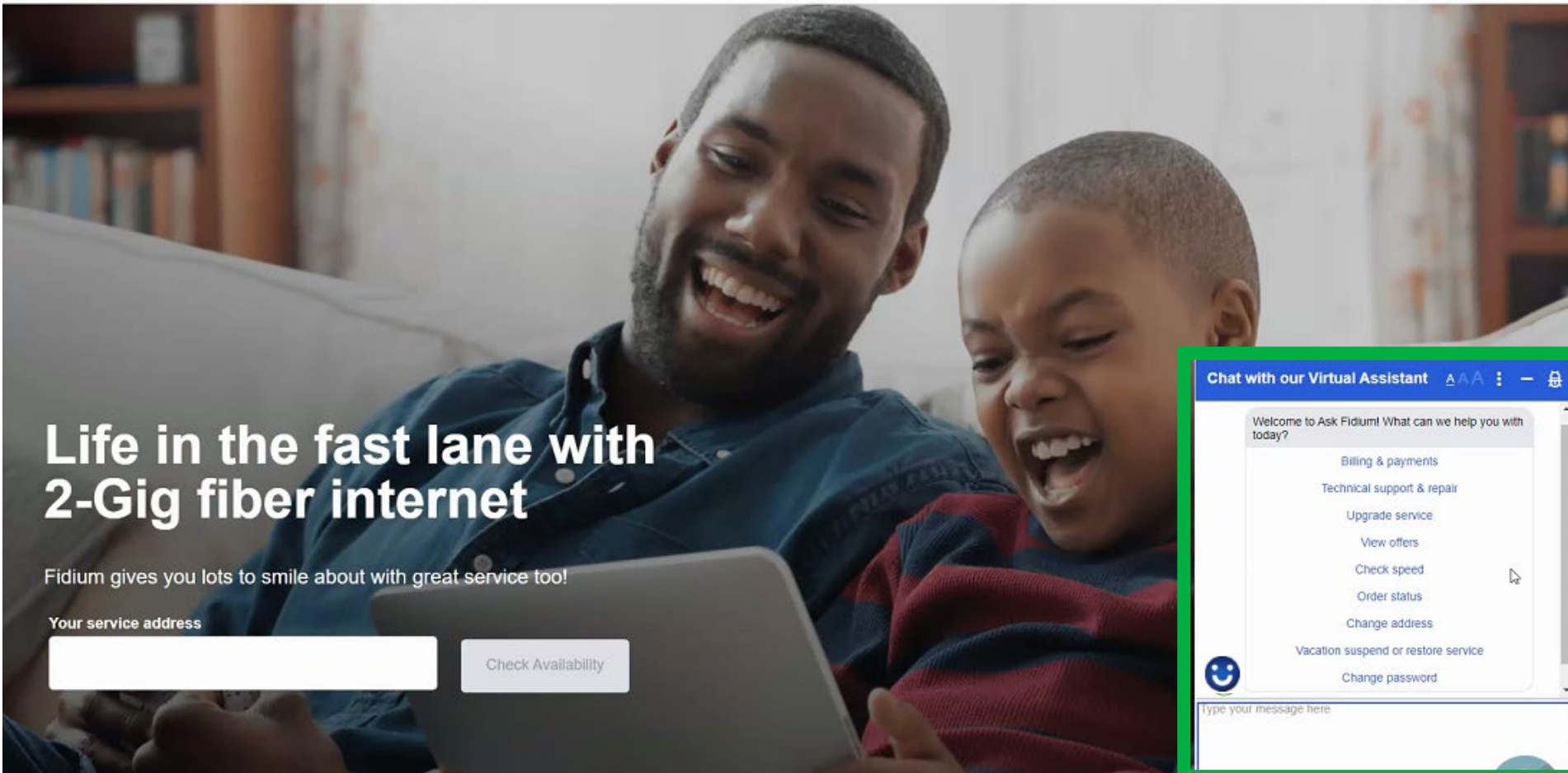
Download from the [Consolidated Communications app store](#)

Search for “Fidium Attune WiFi”

# Meet Smiley, our virtual assistant



Fiber Internet Fiber Locations About Fidium Contact Us



## Life in the fast lane with 2-Gig fiber internet

Fidium gives you lots to smile about with great service too!


Your service address

Check Availability

Chat with our Virtual Assistant

Welcome to Ask Fidium! What can we help you with today?

- Billing & payments
- Technical support & repair
- Upgrade service
- View offers
- Check speed
- Order status
- Change address
- Vacation suspend or restore service
- Change password

 Type your message here

[FidiumFiber.com/chat](https://FidiumFiber.com/chat)

[Billing & payments](#)

[Tech support & repair](#)

[Upgrade service](#)

[Add new service](#)

[Suspend or restore service](#)

[Check max eligible speed](#)

[Check order status](#)

[Change billing address](#)

[Change portal or email password](#)

# Communication Plans with the Town



- Virtual Town Meetings
  - We are communicating with town leaders in a series of town meetings to explain the switch from Consolidated to Fidium Fiber
  - We'll send a PDF of why the switch and what it means for your town to share with residents
- Social Media Post
  - We will provide town leaders social media images + copy about the switch for their local town pages
- Direct Mail & Email & Call
  - We'll reach out to town residents, when it's their time to switch
- Look for Fidium at town halls and community events
  - Stop by our tent and we'll sign you up on the spot

