



October 2022

Future Firefly Customer  
«Address\_1»  
<<City State>> «Zip\_Code»

Dear Prospective Customer,

We have great news to share! Firefly Fiber Broadband<sup>SM</sup> internet and phone services are coming to your area and **it is time to sign up!** Get ready to enjoy lightning-fast internet and crystal-clear phone service, from a company that is *fair, honest & reliable*. In addition to high quality services and low prices, you will also love all the fine print: *no contracts, no usage caps, no service slowdowns, and no hidden fees or “special introductory pricing” for your internet and phone base that increases later.*

Please join us via the VIRTUAL TOWN HALL to learn more about Firefly.

**Firefly Virtual Town Hall Meeting  
Appalachian Power - Nelson Project Areas  
Thursday, November 3rd at 4:00 PM\***

Visit [www.fireflyva.com](http://www.fireflyva.com) to register for the meeting. You will be sent information via email to join the meeting via the Zoom App.

\*There will be a short presentation at 4:00 PM about construction and timelines followed by a question-and-answer session. If you cannot attend the meeting time, no worries! The recording will be available after the meeting upon request. Please send follow-up questions to [info@fireflyva.com](mailto:info@fireflyva.com).

You can expect to see S&N contract crews in white work trucks on your land and in your area to install fiber in a two-part process. Trucks will clearly be marked as contractors with a magnetic sign. To install the fiber, crews will first hang the metal strand on the poles. They will return to their starting point and use a machine to “lash” the black fiber with a small metal wire to affix it permanently to the strand. Upon completing the fiber installation, the contract crews will install “drops” directly to the homes of customers who have pre-registered for internet service. A splicing crew from S&N will return to the area to splice the fibers to registered homes. After all these steps are complete, an installer from Firefly will visit the home to connect customers to the internet.

**Please be sure to pre-register now so we know that you plan to take internet or phone services.** Pre-registration requires only your name, address, email, and phone number. *Fiber construction will conclude this winter and services from this state-of-the-art network will be available at your home soon after.*

**Thank you** from your new friends at Firefly Fiber Broadband<sup>SM</sup>.

- **Special Offer: Save \$100 with FREE INSTALLATION when you pre-register at [fireflyva.com](http://fireflyva.com)**

**RESIDENTIAL SERVICE OPTIONS**  
Light 100 Mb/second internet - **\$49.99/month**  
Flash 1 Gb/second internet - **\$79.99/month**  
Firefly Phone - **\$34.99/month**  
Whole Home WiFi - **\$5.99/month**

*For business rates, please visit [fireflyva.com/business/business-internet](http://fireflyva.com/business/business-internet)*