



February 23, 2023

Future Firefly Customer  
Address  
City State Zip

Dear Future Firefly Customer,

We are pleased to offer an update on fiber construction in your area. Data collection has now concluded, and fiber construction is the next step towards connection. This fiber project is funded by the USDA Reconnect Grant which requires us to perform administrative tasks before fiber construction begins. Once these requirements are met, you can expect to see S&N contract crews in white work trucks on your land and in your area to install fiber. *(As always, trucks in the field performing work for Firefly will clearly be marked as contractors with a magnetic sign.)*

Firefly contractors will install conduit adjacent to roadways, along with pedestals and underground vaults, which might occasionally require traffic flagging. Crews will return to pull the fiber through the conduit, followed by a second crew who will perform fiber splicing. Once this backbone system is complete, contract crews will build underground service extensions or "drops" directly to pre-registered homes. Once these steps are completed, you will receive a call from Firefly to schedule your in-home installation. First connections will begin in summer 2023.

Be sure to pre-register your home **(and waive your \$100 installation fee)** if you plan to take internet or phone services. Registration only requires your name, address, email, and phone number.

We appreciate your patience and enthusiasm as we work through the many steps necessary for the fiber build. Firefly is excited to provide customers access to reliable and affordable, high-speed internet.

Firefly is a wholly-owned subsidiary of Central Virginia Electric Cooperative and is headquartered in Palmyra, Va. Through its Regional Internet Service Expansion (RISE) Project, Firefly will expand its service territory to other electric utility customers to reach the goal of universal broadband access in central Virginia. *We do hope you will come fly with us 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 Wi-Fi - \$5.99/month

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

*\*If service is not accepted after the drop is constructed to your home, or if you decide to connect at a later date, the \$100 installation fee will be assessed.*



**Built to fly.**

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