



March 1, 2023

Future Firefly Customer  
Address  
City State Zip

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 Roses Mill & Winton  
Thursday, March 23rd 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).

The make-ready process has concluded in your area and 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.

Upon completing the fiber installation, whether overhead or underground, the contract crews will install "drops" directly to homes who have pre-registered for internet and/or phone services. A splicing crew from S&N will return to the area to splice the fibers to the pre-registered homes. After all these steps are complete, an installer from Firefly will visit the home to make the final connections. **We anticipate connections in the area will begin this spring.**

**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. Visit our website or give us a call to pre-register and waive the \$100 installation fee.

Firefly Fiber Broadband<sup>SM</sup> 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 hope you will come fly with us at Firefly!*