



May 19, 2023

Future Firefly Customer
Address
City State Zip

Dear Future Firefly Customer,

We are pleased to offer you this update on the fiber network owned by Firefly Fiber BroadbandSM. The make-ready process has concluded in your area and fiber installation will soon commence. 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.

First, contractors will install conduit in the ground adjacent to the power line. Next, a crew will return to pull the fiber through the conduit. Upon completing the fiber installation, the contract crews will install “drops” directly to the homes of members who have pre-registered for internet service. A splicing crew from S&N will return to the area to splice the fibers to the registered homes. After all these steps are complete, an installer from Firefly will visit the home to connect members to the internet. First connections will begin in fall 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 BroadbandSM.

- ***Special Offer: Save \$100 with Free Installation* when you pre-register at 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

**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.*