



August 23, 2023

Future Firefly Customer  
«number» «streetname» «streettype»  
«city», «state» «zip»

Dear Future Firefly Customer:

We are pleased to offer you this update on the fiber network owned by Firefly Fiber Broadband<sup>SM</sup>. The make-ready process has concluded in your area and fiber construction 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.

A Firefly contractor will pull the fiber through the conduit that was previously installed in the ground adjacent to the power line. Upon completing the fiber construction, the contract crews will build “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.

There are many steps necessary to connect customers to the internet and we appreciate your patience and enthusiasm for the project. Firefly is excited to take this step in improving communications and reliability across the region and to provide customers access to reliable, high-speed internet.

**You won't want to miss your chance to pre-register and waive your \$100 installation fee! You can register for broadband service now and connections will start this winter. For more information about Firefly phone or internet services, please visit our website ([www.fireflyva.com](http://www.fireflyva.com)) or call Firefly at 833-473-3591.**

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. This program/project was funded/supported in collaboration with the Commonwealth of Virginia's Telecommunication Initiative.

*We hope you will come fly with us at Firefly!*

- **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.*