



September 28, 2023

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

Dear Future Firefly Customer,

We wanted to provide you with an update on the fiber build in your area. As crews continue with make-ready work in Elon, several factors are causing a delay in our progress. Firefly is awaiting permit approvals from VDOT, as well as for several railroad crossings in the area. Additionally, our team is actively coordinating details for placement of the Elon fiber hut, which is needed to provide light for connectivity. The new projected timeline for first connections in Elon is spring 2024.

We understand how important it is for you to have access to high speed internet and we are working diligently to overcome these challenges. We appreciate your patience and understanding as we work to complete this complex project and will update you when fiber installation begins.

Firefly offers lightning-fast internet and crystal-clear phone service. In addition to high quality services and low prices, you will also love what we don't do: **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.** *Fair, honest & reliable-that's The Firefly Difference!*

If you haven't done so already, don't miss your chance to **pre-register and waive your \$100 installation fee!** Simply let Firefly know that you plan to take internet or phone services—*pre-registration requires only your name, address, email, and phone number.* Firefly will only build service drops to the homes that are registered, so visit our website at www.fireflyva.com and click the yellow "Check Availability/Pre-Register" button in the top right corner of the website to get started.

Firefly Fiber BroadbandSM 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.

Sincerely,

Your friends at Firefly

➤ **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.*