



2024 TELECOM RATE ADJUSTMENT FREQUENTLY ASKED QUESTIONS

1. WHY IS A RATE ADJUSTMENT NECESSARY?

Our focus is always to provide reliable, affordable and innovative telecommunication services to our customers. We contracted with an independent utility consulting firm – JSI Consulting – to conduct a rate study in 2023. They found a rate adjustment was necessary for some services to ensure Conway Corp continues to meet expenses and remain fiscally sound.

Over the past several years, cable networks have increased their fees at an alarming rate – even 100 percent from one year to the next. While we work hard to keep our prices low, some companies take advantage of cable operators – and our customers – by demanding increases well above the rate of inflation.

A rate adjustment is necessary in order to cover the cost of these increases. We strive to make decisions in the best interest of our customers, and we only raise rates by the amount necessary to cover the cost of programming increases. In fact, 97 percent of our video rate goes directly to networks. The three percent that goes to Conway Corp is used for operating expenses, maintaining the cable distribution system and upgrading equipment.

2. HOW MUCH WILL CONWAY CORP RAISE RATES?

On average, both residential and business customers will see an increase of approximately \$10 per month for video services.

Internet packages were updated to reflect competitor offerings and provide higher speeds and additional choices for customers. Most residential customers will see an increase of approximately \$5/month for internet service. However, we have been able to decrease rates for some packages, and modem leases will also decrease from \$10/month to \$5/month for all customers.

Residential and business voice service plans will also both increase five cents per line per month. Residential and business security and automation packages will remain the same.

3. WHEN WILL NEW RATES GO INTO EFFECT?

New telecom rates are effective October 1, 2024. Internet customers with supported equipment will automatically begin receiving higher speeds.

4. WHAT ARE THE NEW RATES?

The charts below reflect the change in rates effective October 1, 2024. It's important to note that the total rate change for individual customers will vary based on specific packages and subscriptions.

More information on the telecom rate adjustment can be found at ConwayCorp.com/RateAdjustment.

| RESIDENTIAL VIDEO SERVICES | | |
|--------------------------------------|-----------------|---------------------|
| | CURRENT | OCTOBER 2024 |
| LEGACY STARTER SERVICE | \$99.95 | \$110.00 |
| DIGITAL PLUS TIER | \$16.00 | \$15.00 |
| HIGH-DEFINITION TIER | \$3.45 | \$5.00 |
| IPTV BROADCAST BASIC | \$35.95 | \$40.00 |
| CONWAYCORPTV | \$91.95 | \$100.00 |
| CONWAYCORPTV PLUS | \$105.45 | \$115.00 |
| CONWAYCORPTV MOVIE TIER | \$5.95 | \$6.00 |
| CONWAYCORPTV SPORTS TIER | \$3.95 | \$4.00 |
| NDVR50 | \$8.95 | \$9.00 |
| NDVR100 | \$14.95 | \$15.00 |
| NDVR150 | \$19.95 | \$20.00 |
| CINEMAX | \$14.45 | \$15.00 |
| HBO MAX | \$14.95 | \$16.00 |
| SHOWTIME | \$18.90 | \$11.00 |
| STARZ | \$9.00 | \$10.00 |
| RESIDENTIAL INTERNET SERVICES | | |
| | CURRENT | OCTOBER 2024 |
| BASIC INTERNET | \$24.95 | N/A |
| BASIC INTERNET 25 | \$39.95 | \$45.00 |
| BROADBAND 25 | \$39.95 | N/A |
| BROADBAND 100 | \$54.95 | N/A |
| BROADBAND 300 | | \$60.00 |
| BROADBAND 500 | \$74.95 | \$70.00 |
| 1 GIG | \$84.95 | \$85.00 |
| 2 GIG | \$114.95 | \$120.00 |
| MANAGED WIFI | \$7.99 | \$10.00 |
| ADDITIONAL WIFI UNITS | \$3.00 | \$4.00 |
| MODEM LEASE | \$10.00 | \$5.00 |

| RESIDENTIAL VOICE SERVICES | | |
|-----------------------------------|----------------|---------------------|
| | CURRENT | OCTOBER 2024 |
| FIRST TELEPHONE LINE | \$27.95 | \$28.00 |
| EACH ADDITIONAL LINE | \$16.95 | \$17.00 |

| BUSINESS TELECOM SERVICES | | |
|--------------------------------------|-----------------|---------------------|
| | CURRENT | OCTOBER 2024 |
| BULK VIDEO LIMITED SERVICE | \$31.35 | \$36.00 |
| BULK VIDEO PLUS SERVICE | \$34.50 | \$40.00 |
| BULK SERVICE PREMIUM CHANNELS | \$4.85 | \$6.00 |
| BUSINESS BASIC | \$36.95 | N/A |
| BUSINESS BROADBAND 30 | \$59.95 | N/A |
| BUSINESS BROADBAND 50 | | \$60.00 |
| BUSINESS BROADBAND 100 | \$98.95 | \$100.00 |
| BUSINESS BROADBAND 500 | \$154.95 | \$135.00 |
| BUSINESS 1 GIG | | \$160.00 |
| FIRST TELEPHONE LINE | \$44.95 | \$45.00 |
| EACH ADDITIONAL LINE | \$27.95 | \$28.00 |

| TELECOM SERVICE CHARGES | | |
|-------------------------------------|-----------------|---------------------|
| | CURRENT | OCTOBER 2024 |
| INSTALLATION | \$60.00 | \$90.00 |
| MINIMUM TRIP CHARGE | \$60.00 | \$90.00 |
| ACTIVATE FIRST THREE OUTLETS | \$60.00 | \$90.00 |
| EXTERIOR WIRING | \$60.00 | \$90.00 |
| INTERIOR WIRING | \$120.00 | \$120.00 |

For more information, visit ConwayCorp.com/RateAdjustment

5. HOW DID CONWAY CORP DETERMINE THE NEW RATES?

We worked with JSI Consulting, an independent and reputable consulting firm, to complete a comprehensive rate and cost-of-service study. This study concluded that current revenue could not support our operations and long-term investments into the future. They determined a new rate plan that would best meet our financial goals and ensure fairness for all customers.

6. WHAT IS A RATE STUDY?

A telecom rate study analyzes Conway Corp's revenue requirements, financial forecasts, industry standards and more to identify costs and revenue needs for the coming years. This analysis is used to create a guide for designing rates that are equitable to all of our customers.

7. WHAT IS CONWAY CORP DOING TO CONTROL COSTS?

Conway Corp is dedicated to exceeding our customers' expectations in producing and delivering safe, affordable, reliable, innovative and environmentally-sound utility and telecommunication services while enhancing the quality of life in our community.

We work hard to keep your rates competitive. While increases can be expected, we want our customers treated fairly. We continue to negotiate with broadcasters to keep these increases minimal. In addition, we've been able to operate without an internet or voice increase in many years by actively managing costs, making efficiency improvements to our system and maximizing technology.

We're proud to be your local telecom provider, and we will continue to work hard to keep your costs under control. We don't set our rates to make a profit and operate at cost.