



2026 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 conducted a rate study in 2025 and found a rate adjustment was necessary for some services to ensure Conway Corp continues to meet expenses and remain fiscally sound. The last time Conway Corp raised telecom rates was in October 2024.

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. We are also launching a symmetrical 5 GIG service in our fiber areas and including Managed WiFi with our 2 GIG and 5 GIG packages.

The delinquent fee for telecom services will change from \$5 to \$7.

3. WHEN WILL NEW RATES GO INTO EFFECT?

New telecom rates are effective February 1, 2026. 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 February 1, 2026. 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.

5. HOW DID CONWAY CORP DETERMINE THE NEW RATES?

We completed 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. It 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.



2026 TELECOM RATE SCHEDULE

DELINQUENT FEE INCREASED FROM \$5.00 TO \$7.00 FOR ALL TELECOM SERVICES

CONWAYCORPTV

| | CURRENT | FEBRUARY 2026 | |
|------------------|----------|---------------|-------------------|
| CONWAYCORPTV | \$100.00 | \$110.00 | |
| CONWAYCORPTV+ | \$115.00 | \$125.00 | |
| CCTV SPORTS TIER | \$4.00 | \$5.00 | NFL REDZONE ADDED |
| CCTV MOVIE TIER | \$6.00 | \$6.00 | |
| CINEMAX | \$15.00 | \$15.00 | |
| HBO MAX | \$16.00 | \$18.00 | |
| SHOWTIME | \$11.00 | \$11.00 | |
| STARZ | \$10.00 | \$10.00 | |

RESIDENTIAL INTERNET

| | CURRENT | FEBRUARY 2026 | |
|---------------------------|----------|---------------|------------------------------------|
| INTERNET 25 | \$45.00 | | CUSTOMERS MOVE TO INTERNET 50 |
| INTERNET 50/5 | - | \$50.00 | INCLUDES CORE WIFI |
| BROADBAND 300/30 | \$60.00 | \$60.00 | INCLUDES CORE WIFI |
| BROADBAND 500/50 | \$70.00 | \$75.00 | INCLUDES CORE WIFI |
| 1 GIG (1000/100) | \$85.00 | \$90.00 | INCLUDES CORE WIFI |
| 2 GIG (2000/100) | \$120.00 | \$135.00 | INCLUDES MANAGED WIFI |
| FIBER 5 GIG (SYMMETRICAL) | - | \$165 | INCLUDES MANAGED WIFI / FIBER ONLY |
| MANAGED WIFI | \$10.00 | \$10.00 | |

RESIDENTIAL SECURITY & AUTOMATION

| | CURRENT | FEBRUARY 2026 | |
|-----------------------|---------|---------------|-------------------------------|
| SECURITY | \$34.99 | \$40.00 | APPLIES TO NEW CUSTOMERS ONLY |
| SECURITY & AUTOMATION | \$44.99 | \$50.00 | APPLIES TO NEW CUSTOMERS ONLY |

| BUSINESS INTERNET | | | |
|------------------------------------|----------|---------------|--------------------------------|
| | CURRENT | FEBRUARY 2026 | |
| BUSINESS BASIC 50 | \$60.00 | - | CUSTOMERS MOVE TO BUSINESS 300 |
| BUSINESS BROADBAND 100 | \$100.00 | - | CUSTOMERS MOVE TO BUSINESS 300 |
| BUSINESS BROADBAND 300/30 | - | \$80.00 | |
| BUSINESS BROADBAND 500/50 | \$135.00 | \$130.00 | |
| BUSINESS 1 GIG (1000/100) | \$160.00 | \$160.00 | |
| BUSINESS 2 GIG (2000/100) | - | \$175.00 | |
| BUSINESS FIBER 5 GIG (SYMMETRICAL) | - | \$255.00 | FIBER ONLY |
| BUSINESS MANAGED WIFI | - | \$35.00 | |

| BUSINESS VOICE | | |
|------------------|---------|---------------|
| | CURRENT | FEBRUARY 2026 |
| FIRST LINE | \$45.00 | \$45.00 |
| ADDITIONAL LINES | \$28.00 | \$30.00 |

| BUSINESS SECURITY & AUTOMATION | | | |
|--------------------------------|---------|---------------|-------------------------------|
| | CURRENT | FEBRUARY 2026 | |
| BUSINESS SECURITY | \$44.99 | \$50.00 | APPLIES TO NEW CUSTOMERS ONLY |
| BUSINESS SECURITY & AUTOMATION | \$54.99 | \$60.00 | APPLIES TO NEW CUSTOMERS ONLY |
| VIDEO SURVEILLANCE 8 | \$29.99 | \$30.00 | |
| VIDEO SURVEILLANCE 16 | \$34.99 | \$35.00 | |
| VIDEO SURVEILLANCE 24 | \$44.99 | \$45.00 | |
| VIDEO SURVEILLANCE 32 | \$54.99 | \$55.00 | |

| BULK SERVICES | | |
|-----------------|---------|---------------|
| | CURRENT | FEBRUARY 2026 |
| LIMITED SERVICE | \$36.00 | \$40.00 |
| PLUS SERVICE | \$40.00 | \$45.00 |
| PREMIUM SERVICE | \$6.00 | \$7.00 |