

# ATTACHMENT B

Date

Dear Valued Fidelity Communications Customer,

As your local internet provider, we wanted to take a moment to reach out and let you know that we will be changing our name to Sparklight® later this summer. In the coming weeks, you will start noticing the Sparklight logo on bill statements, communications, local office signage, employee uniforms and company vehicles.

## **Why the Name Change?**

We've changed our name to demonstrate just how committed we are to you — not just as our customers, but as our neighbors and friends. Our employees don't just work for Sparklight, we are part of your community and we're always willing to go the extra mile to make sure you receive the service you deserve. Because that's what neighbors do.

While our name might be new to you, we've been serving most of our communities for 30 years, backed by a fiber-rich network that provides service to more than 1 million residential and business customers in 24 states.

At Sparklight, we're always working for you. We offer a wide array of connectivity and entertainment services, including high-speed internet and advanced WiFi solutions, video and phone service. Sparklight is a part of Cable One, Inc., which purchased Fidelity Communications in 2019 and will remain our parent company.

## **What is Changing?**

In addition to seeing a new name and logo, as a Sparklight customer you will have access to the enhanced services Sparklight offers, including expanded self-service options through improved customer account portals, access to the MySparklight mobile app and more.

**What Won't Change?** We remain committed to providing internet, TV and phone service as we do today. We will continue to offer competitive pricing and exceptional services through our fiber-rich network. And our team members will continue to provide neighborly, in-person service at our local offices.

Your service plans and rates will not be changing as a result of our name change, and any promotional offers you receive as a Fidelity customer will be honored for the original duration of the promotion.

## **What Do I Need to Do?**

We are committed to making the transition to Sparklight as smooth as possible. In the coming weeks, you will receive communications outlining the timeline of any changes that may require customer action — such as creating new logins for FidelityTV or WatchTVEverywhere. Should you change your phone number or email address, be sure to let us know so you don't miss any updates.

Under the Sparklight name, we look forward to providing the same great service you've come to expect, backed by members of your community. We understand your needs and are committed to providing personal service and 24/7 technical support and friendly faces in our local offices.

Find answers to more Frequently Asked Questions online at [fidelitycommunications.com/Sparklight](https://fidelitycommunications.com/Sparklight). For additional assistance, please do not hesitate to contact our customer service team Monday through Friday from 8 a.m. to 5 p.m. local time.

- **By chat:** [fidelitycommunications.com/contact](https://fidelitycommunications.com/contact)
- **By phone:** 800-392-8070

We look forward to welcoming you to Sparklight!

Sincerely,  
Fidelity Communications Customer Service