

Dear Premier Customer,

We would like to take this opportunity to welcome you to Premier Communications and inform you that the purchase of Hospers Telephone Company and HTC Communications has been finalized. Premier may be new to you, but we have a long and rich history of providing world class service to Northwest Iowa. Premier was formed in 1906 with the simple goal of providing the latest technology with great customer service; we are proud to say we have not wavered from that original goal. Being a local company with our headquarters in the center of our service territory allows us to respond quickly to our customer's needs and understand community values.

Premier Communications recognizes that continued upgrades are vital to delivering state-of-the-art services. In fact, over the last 10 years, Premier has invested heavily in updating the network and electronics throughout our service area and we are committed to continuing this strategy by offering upgraded Internet speeds, digital cable television and new service bundles in your area as well, with the goal of offering these services in the 1<sup>st</sup> quarter of 2019.

Over the next few months, Premier Communications will begin to take over all aspects of operations which will require some changes, including billing. If you live in Hospers, we expect that your first bill from Premier will be in October and if you live in Sheldon, Sibley, Ashton or Ocheyedon, we expect that your first bill from Premier will be in November. Our goal is to make the transition as seamless as possible for you and we appreciate your patience as we work through the transition. Despite these changes, many things will stay the same; your HTC email address will stay the same and we will continue to use the same local phone numbers. We are also pleased to inform you that all of the local HTC employees will also be joining the Premier team and the Hospers office will remain open, so you will continue to see familiar faces and you can still stop in the Hospers office to pay your bill, ask questions or just say hi.

Again, welcome to Premier Communications! All of us at Premier are excited to begin providing you with the best possible service. Please continue to watch your mail over the next few months as we continue to send you important and specific information. If you have any general questions during this time, please feel free to contact us at 800-741-8351.

Sincerely,

Premier Communications