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Important information for our customers

February 1, 2018

Dear BELD Broadband customer:

Thanks for supporting the only municipal broadband provider in Braintree! We here at BELD Broadband work hard each day to deliver quality High-Speed Internet, cable television and phone service at affordable rates from our offices right here in town. Unlike our competitors, we don't conduct business to make a profit for shareholders or spend money on flashy promotions—which means your money stays in your pocket.

First, some good news: **We're keeping our phone rates at the same low price they've been at since 2015.** We've been able to maintain our own costs, so we're happy to do the same with your rates as well.

Our Internet and cable rates have increased, however, so we must recover those costs. **The last time we raised our Internet rates was in 2013. Since then, we have quadrupled both our upstream and downstream channels, which prevents bottlenecks. We now offer downstreams as high as 300 Mbps, and 30 Mbps upstream speed is standard for any of our packages 100 Mbps or higher—that's three times as fast as our cable competitor.** Our Internet service remains an amazing value.

Unfortunately, TV programmers continue to raise the rates operators like BELD Broadband must pay every year, leaving us no choice but to make adjustments to your bill due to these increases. Of particular note were our recent negotiations with local broadcasters WCVB, WBZ and WFXT, which tried to demand increases of 90%+ over what they charged BELD each month in 2017. We reluctantly settled for rates that are still outrageous, because we didn't feel that dropping the networks was in the best interest of our subscribers. These new rates are captured in the Broadcast TV fee, which will be adjusted again to reflect exactly what we pay the five local broadcasters.

Fortunately, we don't have a regional sports network fee or high-definition technology fees like our competitors do. Instead, we look out for our subscribers, keeping rates low while continuing to improve our services. More good news: We will continue to offer senior discounts on our a la carte cable and Internet services, and we are launching a new TiVo set-top box with access to on demand content and streaming services like Netflix. Stay tuned for details.

Although we went almost 18 months since our last rate adjustment, we are forced to make these changes to manage these ever-increasing costs. BELD Broadband will continue to offer deeply discounted bundles and everyday rates competitive with other providers in Braintree. And while it's often difficult to compare competing providers side by side because of differing channel placement, fine print and fees, we'll always make every attempt to explain your options clearly.

The rates noted below will be in effect as of March 1, 2018. Only the rates listed are changing.

Sincerely,

John H Orpen
 Broadband Division Manager

Service	Current rate	New rate effective 3/1/18
CABLE TV		
• Broadcast TV fee	\$9.95	\$11.61
• Expanded Basic/Business Expanded Basic	\$69.95	\$75.95
• Digital Basic/Business Digital Cable	\$77.95	\$83.95
• Digital Premium	\$121.95	\$127.95
• Senior Digital Premium	\$117.25	\$127.95
• Sunrise Digital Basic upgrade <i>(Sunrise Senior Living customers only)</i>	\$3.95	\$8.00
EQUIPMENT/INSTALLATION		
• Installation/service call	\$39.50/hour	\$49.50/hour
• BELD.net modem or EMTA	\$7.50	\$8.00
• Combo WiFi router + EMTA OR modem	\$11.45	\$11.95

see reverse

Service	Current rate	New rate effective 3/1/18
BUNDLES		
<u>Double plays</u>		
• Residential Internet + unlimited phone	\$64.99	\$66.99
• Business Internet + unlimited phone	\$69.95	\$66.99
• Digital Basic cable + Internet OR unlimited phone	\$104.99	\$110.99
• Senior Digital Basic cable + Internet	\$103.99	\$110.99
• Business Digital cable + Internet	\$120.99	\$110.99
• Digital Premium cable + Internet OR phone	\$161.99	\$167.99
• Senior Digital Premium cable + Internet	\$150.99	\$167.99
<u>Triple plays</u>		
• Expanded Basic cable + unlimited phone + Internet	\$93.99	\$99.99
• Digital Basic cable + unlimited phone + Internet	\$106.99	\$126.99
INTERNET		
• 5 Mbps Internet (New Generation Internet)	\$19.95	\$21.95
• 20 Mbps Internet (Basic Internet)	\$43.95	\$45.95
• 50 Mbps Internet (Lightning Internet)	\$56.95	\$58.95
• 75 Mbps Internet (Mach Internet)	\$59.95	\$61.95
• 100 Mbps Internet (Lightspeed Internet)	\$65.95	\$67.95
• 200 Mbps Internet	\$79.95	\$81.95
• Email accounts	\$0.00	1 st one free, \$.99 additional

Applicable fees for equipment, installation, taxes and franchise fees are additional. Other restrictions and charges may apply. These services are subject to availability. Prices subject to change with 30-day notice. **High-Speed Internet:** Actual speeds vary and are not guaranteed. Residential packages include 500 MB of personal web hosting space per email address (email and Web space combined). Faster services also available. **Cable TV:** Refer to BELD Broadband's Channel Guide for a complete listing of available channels. A cable box and remote control are required. Additional programming may be purchased at regular service rates. **Phone service:** EMTA device required.