

# ARMSTRONG®

September 30, 2016

Dear Valued Customer,

Armstrong is very pleased to announce it has purchased the cable television, Internet and telephone operator in your area. Effective September 30, 2016, Armstrong acquired Coaxial Cable TV.

**Since we completed the purchase of COAX, you will receive your October billing statement around October 5<sup>th</sup>. Please be sure to make the check out to "Armstrong" and submit the payment in the envelope provided. Your future monthly billing statement will be prepared and mailed around the 24<sup>th</sup> to 25<sup>th</sup> of each month for service for the upcoming month. Your November bill will arrive near the end of October.**

**We realize that you are currently paying by direct debit or credit card. As a new Armstrong customer, you will need to contact us and provide that information to continue this method of payment. If you sign up to have your monthly bill paid automatically from your checking account you will receive a \$1.00 discount on each monthly statement as long as you remain signed up for automatic withdrawal. If you wish to pay by credit card you will need to contact us to enroll. We cannot transfer these types of payments that you authorized COAX to make. Please mail your payment for the October statement and possibly November as well, until your direct debit information is submitted and activated.**

Armstrong will be contacting television customers during the next few weeks to talk about our new service offerings as we start to transition Coax services to Armstrong's state of the art network. We will do our best to minimize any inconvenience during this transition. In the near future, our television service will offer more HD channels, Video On Demand and TV Everywhere options. In addition, customers with Internet services will soon experience higher speeds and increased reliability as they move to Armstrong's Zoom Internet service.

Armstrong is a leading provider of telecommunications services with more than 50 years in the industry. Although we are the 11th largest cable TV operator in the United States, we pride ourselves in being part of the community with superior customer service provided by highly trained local employees. In fact, the Company has been nationally recognized as a leader providing outstanding service most recently by PC Magazine and Consumer Reports.

Please contact Armstrong at 866-951-0684 if you have any questions regarding your bill or experience a problem of any kind. With a continued focus on providing an excellent customer experience, we look forward to serving you!

Thank you and, once again, Welcome to Armstrong!

Sincerely



Jeffrey A. Ross  
President