



November 05, 2024

RE: Sale of yondoo Broadband Missouri Network to Rise Broadband

Dear Valued yondoo Broadband Customer:

yondoo Broadband has announced the sale of our Missouri broadband network to Rise Broadband. Similar to yondoo Broadband, Rise Broadband is a leading provider in telecommunications and data solutions with a strong focus on quality customer service!

WHAT THIS MEANS FOR YOU:

For Internet and Phone Customers:

yondoo will continue to operate the business "as is" for the next several months (the Transition Period). There will be no changes to billing, payments, customer care and field operations. All of this will remain the same during the Transition Period.

After the Transition Period you will be receiving your billing and customer care from Rise Broadband; as well as making payments to Rise Broadband. This transition of services will be seamless and without disruption of service.

In the coming weeks you will receive communication from Rise Broadband with detailed information about the transition process.

For Television Customers:

yondoo will continue to provide television services to our customers even after the Transition Period. Only Internet and telephone are moving over to Rise Broadband. yondoo will continue to provide customer support and billing for your television services. There is no action required from you. Same equipment, same yondoo customer support telephone number and same billing.

If you are a television and Internet/phone customer you will begin getting two (2) monthly invoices after the Transition Period; one from yondoo for television and one from Rise for Internet/phone.

If you have any questions or concerns about this transition, please don't hesitate to contact our customer service team at 877-384-4924.

Thank you again for your continued loyalty and trust in our services. We Appreciate your business.

Sincerely,
The yondoo Broadband Team