

French Broad Fiber

NEWSLETTER

September 14, 2018

Now the fastest residential Broadband in WNC!

We continue to grow

We hope this email finds you well and that you and your family have prepared for the upcoming hurricane threat. FB Fiber continues to expand our service as we add customers daily. We have now strung over 180 miles of new fiber since we started our service back in early 2017. We would like to take this opportunity to provide you with a few quick updates and some exciting announcements about your FB Fiber Internet service.

More Bandwidth!

In late August we were able to upgrade our link to ERC, our Internet Service Provider (ISP) in Asheville. As a result of that upgrade, we were able to substantially increase the bandwidth available to all of our customers in early September and become one of a very small number of ISPs in the country to offer Gigabit service to rural customers. All of our 15Mb Fast Fiber customers now have 25Mb connections. All of our 150Mb UltraFast Fiber customers now have 1Gb (1000Mb) GigaFast connections. The best part about this upgrade is that your monthly charges will remain the same! If you have questions about Gigabit connectivity please see the FAQ page on our website at <https://www.frenchbroademc.com/fiber>

Hurricane Florence Notice

We are continuing to monitor Hurricane Florence and are recognizing the significant impact it could bring to our entire service area. With that being said, please understand that restoring electrical service is our top priority in major storms such as Hurricane Florence. As soon as electric service is restored we will work diligently to get any Internet service restored that may have been affected due to the storm. As with our electric service, we will complete repairs that impact the largest number of customers first and then

work our way down to smaller groups of outages and then individual outages. Hopefully we will be spared from the worst of the storm and our outages will be minimal but we are preparing for the worst.

Phone Service Coming Soon

We hope to begin offering telephone service to our fiber Internet customers in the coming months. We are currently testing the technology and have been very pleased with the results so far. Some of the highlights of our new phone service include:

- porting your current local number at no additional cost
- all common calling features such as call waiting, caller ID, voicemail and much more
- substantial cost savings over traditional phone service
- no additional equipment to buy, just plug your phone system into the phone port on the back of your wireless router

Keep an eye on our fiber website and your email inbox for additional information.

