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VYVE BROADBAND ISSUING CREDIT TO TENNESSEE CUSTOMERS

Statement:

The Internet is a globally interconnected group of separate networks, of which Vyve Broadband's network is one. These networks are connected to each other and the greater Internet by many different intermediate fiber providers.

Yesterday, one of Vyve Broadband's intermediate fiber providers, Windstream Communications, suffered a significant fiber cut in Kentucky on a fiber route provided to Vyve and used to serve our customers in Tennessee. While Vyve's network was not the source of this outage, Vyve's Tennessee operations and all of its customers, both residential and commercial, were without service for approximately 15 hours.

Although Vyve has gone to great lengths to connect its Tennessee network to the global Internet using secure, diverse and redundant facilities, there are a few bottleneck points where facilities converge. Yesterday's fiber cut unfortunately occurred at one of those bottleneck points. This is totally unacceptable, and Vyve is actively working to eliminate such bottlenecks and minimize the risk of future outages. In the meantime, we will be issuing a \$10 bill credit to everyone who was impacted and want our friends and loyal customers to know we share their pain and fully understand the implications of being without service for so long. Please accept our deepest apology for the inconvenience this incident has caused.

Jeffrey S. DeMond
Chief Executive Officer
Vyve Broadband

About Vyve Broadband LLC

Vyve Broadband is an innovative company, founded in 2012 serving largely non-urban communities in eight states, including Oklahoma, Texas, Arkansas, Kansas, Louisiana, Tennessee, Georgia, and Wyoming. A technology leader in the cable and broadband sectors, Vyve Broadband offers an extensive range of broadband, fiber connectivity, cable television and voice services for commercial and residential customers. Vyve was formed as a platform to provide the very best next-generation services and features available, combined with a sector-leading customer experience. Residential services include high-speed Internet with services up to Vyve Gig, all-digital, high-definition video, and fully featured digital voice. Vyve Business Services provides optical Ethernet, PRI and hosted voice services to the business community.