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FOR IMMEDIATE RELEASE

Vyve Broadband Will Credit Impacted Customers for Weather-Related Service Outage

Local provider puts customer first by proactively refunding downtime and replacing equipment in wake of recent storms

Ft. Gibson, OK (May 31, 2019) — After a week of dangerous weather and severe flooding, Vyve Broadband announced it will proactively issue credits to all impacted customers in the greater Fort Gibson area, including Wagoner and Okay, for time spent without Vyve services. In addition to the credits, any customer whose Vyve equipment was damaged due to flooding or power surges will receive replacement equipment.

The news comes as a relief to impacted subscribers in the area who were without Vyve Internet, TV and Phone services for nearly a week after Vyve's network hub in Fort Gibson was immersed in twelve feet of water. Vyve's standard company policy holds the customer (and their home insurance) responsible for equipment damage as a result of acts of God; however, Vyve is waiving the policy and joining the Fort Gibson community to do whatever is possible to help support restoration efforts.

"This will result in a significant financial cost to Vyve, but it's most important to us that we fulfill our promise to be good community partners. We're committed to the Fort Gibson area and that goes beyond the financials," said Jeffrey DeMond, President and CEO at Vyve.

Though customers experienced prolonged outages, what they may not know is the herculean task it was for Vyve to restore services as quickly as it did. With their network hub completely submerged, Vyve's team waded through chest-deep water to save as much equipment as possible, relocating the recovered gear by boat.

"We were able to set up a temporary location to get our network up and running," said VP of Operations and Local Manager, Ken Jameson. "Video services came back up Wednesday morning and Internet services started coming back online Wednesday evening. It was really important to us that we get our customers connected again and the team worked tirelessly this past week to make that happen."

Any Vyve customers with damaged equipment or questions about credits are encouraged to call 855-LUV-VYVE.



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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.

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