



OPS ONE Transition to Point Broadband – Frequently Asked Questions

Q. Will my rates change?

A. NO, Point Broadband will not make any changes to existing rates based on the acquisition. Any rate changes in the future will be communicated at least 30 days prior.

Q. Will my myops.com email be affected?

A. No, your email address will not change.

Q. Will the tv channel lineup change?

A. No, there will be no immediate change in services including channel line-ups.

Q. How do I pay my bill?

A. You will continue to pay your bill as before, the only change will be the remit to name and remit to address and the web portal for on-line payments. You can still pay in person at 600 Fox Run Pkwy or by phone 1-844-255-3688. Remit address: Point Broadband PO Box 940, Opelika 36803-0940
New Web Portal: point-broadband.com/customer/

Q. Where do I pay my electric bill?

A. Point Broadband is your new Internet, TV and Phone provider. We do not provide electric service. OPS is still your power company and you will continue to pay your power bill as before.

Q. Tell me about Point Broadband

A. **Point Broadband** is headquartered in West Point, Georgia, a small town on the border of Georgia and Alabama. We are a proud subsidiary of ITC Capital Partners, LLC. ITC has a century long history of providing innovative communication solutions to its customers, with a focus on serving the communities where its customers live. ITC has been successful building, owning and operating wireless networks and broadband businesses over many years.

We want to be more than just your internet provider.

We want to help you **connect** with **friends** and **family**, help your **business connect** with more customers, and just simply make the world a more connected place. Our customers have the flexibility to connect with *anyone, anywhere, at any time*. **Point Broadband** also wants to be part of your **community**. We take a real service approach to life and will work hard with your community leaders be engaged and give back to the community.

OUR VALUES.

- We **ALWAYS** do business with **HONESTY** and **INTEGRITY**.
- We approach customer service with a sense of **URGENCY**.
- We work as a **TEAM** to deliver an excellent product.
- We **PARTNER** with communities we serve to make lives better.
- We are **FAIR** in our dealings with others.
- We are **EASY** to do business with.

Q. I see that Point Broadband offers wireless Internet in areas around Opelika. What is that about?

A. Point Broadband has a Fiber Fed Fixed Wireless Service that is designed for rural areas that currently do not have access to good Internet. It uses LTE technology to deliver Internet service from a tower location direct to customers home or business. Because it is wireless it has limitations on download speeds, typically 10Mb or 20Mb. Around Opelika, we serve Beauregard, Gold Hill and Lake Martin.