



Intelliwave Transition to Point Broadband – Frequently Asked Questions August 2020

Q. Has Intelliwave been sold?

A. Yes, Point Broadband has added Intelliwave to its growing family of fiber networks, providing fiber-based broadband to small cities and rural America.

Q. Are you changing the name of the company?

A. Yes, Intelliwave is now Point Broadband.

Q. Does this change how I contact customer service for an outage/technical issue?

A. There is no change in how you contact customer service, technical support, or report an outage issue. The phone number remains the same – **855-843-8773**. Over time, as we bring teams together, you'll simply have more people working on resolving your issues.

Q. How do I pay my bill?

A. You will still pay your bill as you've always done.

- If you pay in person, our drop box will continue to be available at 145 Columbus Road, Athens, OH.
- You may pay by phone at 855-843-8773, option 1.
- If you pay via the web, the new Web Portal can be accessed at point-broadband.com > Customer > Ohio Portal. There is also a link at www.point-broadband.com/WelcomeOhio.
- If you have auto pay, you may need to make a change to the bank account it's paid to. More information will be forthcoming on this, but there is no need to change anything for your August payment.

Q: Does this change the type of customer service I'll receive?

A: No. We'll still have the same local teams working in Ohio and you can expect the same exceptional reliability under the Point Broadband name, with the same great people who have always taken care of you.

Q. Will my Intelliwave email be affected?

A. No, your email address will not change right now. Intelliwave customers will still be able to use their @intelliwave.com address.

Q: Does this impact my business communication solutions and cloud and managed services?

A: There will be no change to your business communication products and services.

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're committed to providing fast, reliable fiber services to help our customers connect with friends and family, stream video and music, and allow businesses to connect with more customers. 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.

POINT BROADBAND 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.