



Valued MetroNet Customer,

Due to recent events surrounding the COVID-19 virus, we realize your household's needs for reliable internet may change in the coming weeks. We want to assure you, our 100% fiber-optic network was built for critical times such as these, as your demand for faster connections and more bandwidth may increase, due to more devices being online, allowing you to work from home, complete online classwork, and fill the downtimes while streaming, surfing, and gaming.

If you find your home requiring increased speeds, we are here to help. MetroNet offers a no-obligation Speedboost to get you the speeds you need. Give us a call at 1-877-407-3224 and we will boost your current speeds for the next 60 days for free!

If you have family, friends, neighbors, or co-workers who may need assistance keeping their households online with reliable internet service, we are here to help them as well. In addition to no data caps, and no long-term contracts, MetroNet will waive all installation fees for new residential customers, and we will give you a \$100\* account credit if someone you refer signs up and installs MetroNet's services. Give us a call at 1-877-407-3224 and we'll guide you through the process.

For some, paying monthly bills may be made tougher during this period. Our care team is willing to work with you should the need arise. Simply contact us by emailing [customer\\_service@metronetinc.com](mailto:customer_service@metronetinc.com) or by calling 1-877-407-3224 and we can discuss your alternatives.

We hope you and your family will remain safe and healthy in these unprecedented times. MetroNet has always been committed to delivering fast, reliable internet to our customers, with no data caps, no long-term contracts, and local customer service. We sincerely appreciate your business and want you to know we are here to help you during this particular time of need. If you have any questions, please email us at [customer\\_service@metronetinc.com](mailto:customer_service@metronetinc.com) or call 1-877-407-3224.

Best regards,

MetroNet Customer Care

*\*\$100 will be given as a credit on your invoice 30 days after both accounts are paid in full.*