



October 20, 2020

Dear Valued Customer,

We at Reach Broadband sincerely wish continued good health and safety to you, your family and the entire community during the Pandemic that has affected nearly every life in the Permian Basin and the World over the past several months.

We are writing today to inform you that effective December 31, 2020 Reach Broadband will no longer offer Cable TV Services in West Odessa. We want to give you as much advance notice as possible to enable you to make other arrangements for your TV viewing.

Reach Broadband will continue providing Internet service in the Community as well as other locations in the Basin. We currently serve thousands of homes in the community with Broadband Internet service including service up to 100meg download & 10meg upload speeds. Additionally, we offer Fixed Wireless Service with service up to 25meg download and 5meg upload to homes outside of our normal boundaries. All of our Internet Service packages include unlimited downloads so you never have to worry about intentional slowdowns when you've reached your usage quotas like you may have experienced with other providers.

If you are an **existing Cable TV Customer who also subscribes to our internet service** and find yourself in need of assistance in programming a new streaming service, we will be happy to assist you at no charge. Additionally, if you are a **Cable TV only subscriber** and need help with installation of a new outside off-air or indoor Antenna that you have purchased to receive local networks, we can help with installation and reprogramming of your TV's for **\$34.95**. Please call our office during normal business hours M-F 8am-8pm at 800-687-1258 to schedule.

We offer multiple Internet specials for **new customers** including our **20meg package for \$20 per month for 6 months** and our **50meg package for \$50 per month for 6 months**. We do not require a credit check, deposit, or a contract and all plans include unlimited downloads. Our installation fee is \$54.95 compared to fees of well over \$100 offered by our competitors and our monthly rates are typically the lowest offered in the Community. ***For any of you that need new Internet Service and subscribe to Reach's internet service we will waive our installation fee and set up your new streaming service on your streaming device at no additional fee.***

We value your business and would appreciate your consideration when choosing an Internet Service Provider.

7800 W University Blvd, Odessa, TX 79764
Customer Service & Technical Support
800-687-1258 | M-F 8a-8p



Streaming Service Information

There are several options including 30 plus **Free** Over-the-Air TV Stations that can be received with a rooftop or indoor Antenna. You can receive your Local TV Stations like ABC, CBS, NBC, Fox, MYTV, METV, Telemundo, Univision, Gods Learning Channel, Grit, and others using an antenna.

Rooftop Antennas can be purchased online from Amazon, eBay and others. Antennas typically cost from \$25.00 to \$75.00 including accessories and wiring you will need to install the antenna and to hook up your TV's.

Other Satellite TV Services such as **Dish Network** are also available. Additionally, many of you might already be using Streaming Services such as Netflix, Amazon Prime, Disney Plus and Hulu. There are multiple other streaming services such as Hulu Live, Philo, Fubu TV, Vidgo, Sling TV, & Youtube TV offering live TV which offer Channel Lineups very similar to the traditional Cable TV service you have been watching in your home. Pluto TV offers many choices at no charge. As you are aware Streaming services require Internet Service to view programming. *Again, for any of you that need new Internet Service and subscribe to Reach's internet service we will waive our installation fee and set up your new streaming service on your streaming device at no additional fee.*