



August 24, 2021

Dear BOLT Television Subscriber,

Thank you for trusting BOLT Fiber Optic Services to provide you with high-definition, quality television programming. We value you as a customer and want to provide you the best programming experience available.

We completed 2020 with renewal agreements for many of our current programming sources. We strive to keep expenses down but made the decision to incur higher costs for programming rather than reduce your viewing options and available channels. As a result, monthly subscription costs will increase beginning with bills generated on or after October 1, 2021.

To provide clarity in our billing, we are also changing our billing structure. You will no longer see “Broadcast TV Surcharge” or “HD Service” listed as line items on your bill. As they are required to receive services, those expenses are now built into the package structure. We have also taken this opportunity to add an additional option with the introduction of our “Ultra” package.

Ultra will provide the ultimate viewing experience by delivering all the channels of the Platinum package PLUS Digital Sports and *all four* Premium packages of the HBO, Cinemax, Starz, and Showtime families!

The following table shows what the current and new costs for programming are:

	Current	Oct. 1, 2021
Limited	\$39.98	\$44.98
Gold	\$81.98	\$89.98
Platinum	\$94.98	\$104.98
Ultra		\$152.98

In addition to adding a new package, we are also changing the way we provide bundle discounts. Rather than calculating a percentage of your packages, we now provide set discounts. For two services (Internet plus TV or Phone), you will receive a monthly bill credit of \$5.00; all three services (Internet, TV, and Phone) earn you a bill credit of \$10.00. As part of this change, we are ending the credit for Autopay.

We know this is a lot of information and anticipate you may have some questions or want to upgrade your package selections. Please reach out to a service representative at 844-256-2658.

Your BOLT Fiber Optic Services Team