



April 10, 2019

IMPORTANT SERVICE NOTIFICATION

City Of Cottonwood
3808 Cottonwood Dr
Cottonwood Shores TX 78657-9433

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Dear City Of Cottonwood,

Northland is upgrading the service in your neighborhood. Please be aware that there may be periodic service interruptions and we appreciate your patience as we work in your area. Below is an overview of our planned work and expected timeline for completion. With our current investments to improve network reliability, performance, and provide faster speeds, Northland Communications is bringing you a better experience in .

- **Phase 1** - Our upgrade project begins in your area! We'll begin to update and install our state-of-the-art equipment providing services to your neighborhood. As we work in the area to finish this installation work, services may be interrupted periodically. This phase of our upgrade may take up to 3 weeks to complete.
- **Phase 2** - Once we finish installation, we'll activate our equipment and review the network performance to ensure everything is up and running. This phase should be minimally impacting but may cause short interruptions as we test our new equipment. We expect this process to take 1 to 2 weeks.

Northland is the leading local provider of residential and commercial High Definition Digital Cable, High-Speed Internet and Home Phone service with continued 24/7 technical support and service. We're focused on providing the most competitive services at the best prices to our customers while offering the hometown customer service from our local team that you've come to expect.

We're here to help! Stop by, visit us online, or call to learn more about what Northland is doing for you. Call us at **888.NORTHLAND**, check us out online at yournorthland.com/more or visit our Marble Falls office today.

Sincerely,

Richard Gammon

Richard Gammon
Technical Operations Manager
Northland Communications