



A LETTER TO OUR CHEBEAGUE.NET CUSTOMERS

February 15, 2016

Dear Friend,

Chebeague.net, LLC is proud to announce that effective March 1, 2016, we have formally joined forces with Axiom Technologies of Machias, Maine to continue to provide the Island with the best and most reliable and affordable Internet services available PLUS unlimited local and long distance telephone service. We are making our service better, faster and cheaper for you!

We can do this because Axiom can provide us with the critical mass to reduce the costs of our service and we're passing the savings on to our customers. In return, Axiom will be given our equipment and other business assets. Beverly and David will remain the local representatives of Axiom, along with one or two new people to be trained.

Perhaps most important is Axiom's commitment to their customers and community. We at chebeague.net have never written a mission or values statement but, if we had, it would look a lot like Axiom's:

Mission Statement:

Axiom Technologies was founded by everyday people. When it came to making a mission statement for our company, we modeled it on other companies that embrace social entrepreneurship and the responsibility to make their communities, and ultimately the world a better place. We believe that our mission statements create a synergy that presents benefits for individuals, communities and the businesses that serve them.

Our Values:

We have a progressive, nonpartisan social mission that seeks to meet human needs, eliminate injustices in the communities that we serve, and provide opportunity for a better tomorrow for us all. We strive to create economic opportunities for everyone and to advance new models of economic justice that are sustainable and replicable. We challenge every business to do the same. We strive to show a deep respect for all human beings inside and outside our company and for the communities in which we all live. Our families are the most important thing in our lives, both our blood relatives and our extended co-worker family.

A strong work ethic will take you far in life. Strong ethics will enable you to take your community with you.

What does this mean to you? On the following pages, we will outline the new chebeague.net and how we will be doing more for you at a lower cost.



PRODUCTS:

We will now provide Internet service via DSL at increased speeds up to 15 Mbps, as fast as or faster than any other competitor serving Chebeague Island.

In addition, chebeague.net customers will be able to receive unlimited local and long distance telephone service with caller ID, call waiting and 3-way calling. Existing telephone numbers may be transferred to the new service.

Existing e-mail accounts for chebeague.net customers will be maintained, but no new e-mail addresses will be issued.

SERVICES:

Island personnel will install and service chebeague.net equipment and will be available to provide maintenance in the event of any problems.

Telephone support will be provided by Axiom to handle problems that do not require on-site attention.

INTERNET SPEEDS:

Speeds on Chebeague Island are limited by the distance from the telephone company's terminal (across from the Clam Shack) and the quality of the telephone company's copper lines to your home or business. Therefore, you may not be able to achieve the speeds indicated below, but we will do our best to supply them.

Base: 1.5 Mbps download, 1.0 Mbps upload, reserved for low-income families

Standard: Up to 7.0 Mbps download, 1.0 upload

Enhanced: Up to 15.0 Mbps download, 1.0 upload

(Previously, chebeague.net offered three speed levels: 1.0 Mbps, 3.0 Mbps, 6.0 Mbps.)

INTERNET COSTS (effective March 1, 2016):

Base: \$19.99 per month

Standard: \$39.99 per month

Enhanced: \$49.99 per month

Off season (up to six months per year): \$10.00 per month

Installation: Free until 9/1/2016; \$99.00 thereafter

Equipment costs: Free until 9/1/2016; afterwards, \$5 per month for a leased modem/router or purchase your own or purchase one from Axiom.



TELEPHONE COSTS:

All inclusive: \$19.99 per month (tax included), available only with Internet service

Off season (up to six months per year): \$5.00 per month

Installation: Free until 9/1/2016; \$25.00 thereafter

Retain telephone number: Free until 9/1/2016; additional \$25.00 thereafter

POLICIES:

All former pre-payments and credits will be recognized.

All accounts due for payment will be due and payable immediately. **Please remit current payments to chebeague.net, 13 South Road, Chebeague Island, within the next week.**

Accounts more than 60 days in arrears may result in interruption to service until satisfied.

Future billing will be done by and payments made to Axiom Technologies

THE FUTURE:

We know that the future of broadband lies in FTTH (Fiber to the Household) and we will be working to make 1 gigabit service a reality on Chebeague. This is a vision not shared by any other public utility in the short term, but we believe we can make it happen. We will also work to keep up with new technologies as they emerge and keep Chebeague Island up-to-date and competitive with the rest of the world.

OUR PLEDGE:

We, chebeague.net and Axiom, will strive to provide service to our Island in the best, most affordable fashion in order to give the Island the technology needed to sustain and grow Chebeague Island as the livable and productive community that we know and love.

You don't have to do anything to transfer your chebeague.net Internet service to Axiom...it's all automatic! You'll receive information about telephone service in the near future.

We thank you for the encouragement and support you have given us for the past ten years; it means the world to us.

Sincerely,
Beverly Johnson
David Hill