

# Important Notice Concerning Your Bridge Point Services

December 28, 2020

Dear Valued Customer:

Bridge Point Communication (“Bridge Point” or “Company”) is pleased to announce that it has agreed to transfer its assets, including all of its customers, to SLIC Network Solutions, Inc. (“SLIC”) as part of a transaction which will bring additional depth of resources to customers in the North Country. We wanted you to know of this change since you are currently receiving one or more services from Bridge Point, including local dial-tone telephone service, long distance service, and/or Internet service.

The anticipated effective date for this change of your telephone service provider is March 1, 2021, although the actual date could be later.

Please be assured that ***this change will be transparent to all customers, your phone number will not be changed, and your telephone service and rates will not be affected.***

Here are additional details concerning the scheduled transfer of customers from Bridge Point to SLIC:

*Date of Transfer*

Pending required approvals from regulatory authorities, the parties expect that SLIC will begin service to transferred customers effective on or about March 1, 2021, although, as stated above, the date could be later.

*Rates, Terms, and  
Conditions of Service*

All services previously received by you from Bridge Point will continue without interruption. The sale of the Company’s assets has been structured so that the transfer of customers will be virtually seamless. **Current rates, terms, and conditions of service will not be affected by this transaction and will remain the same.** Any future change in rates, terms, or conditions of your service will be made, and notice will be provided to you, in accordance with any applicable regulatory requirements.

<i>Carrier Change Charges</i>	You will not be assessed any carrier change charges as a result of the transfer of customers from Bridge Point to SLIC.
<i>Right to Select a New Service Provider</i>	Your service will be transferred to SLIC on March 1 unless at least 30 days prior to that, you select an alternate carrier. If an alternative carrier is available, you may choose another preferred carrier for your local dial-tone telephone service and for your long-distance services. Unless you elect to change to another preferred carrier, <b><u>no action is required by you, and you will continue to receive the same services from SLIC without interruption.</u></b> After March 1, you may terminate your service with SLIC and transfer to a different carrier by following the carrier change procedures then in effect if an alternative carrier is available.
<i>Carrier Freezes</i>	If you have any restriction or a “freeze” on your preferred local or long-distance carrier (to prevent unauthorized changes in your carrier), that freeze will not be affected as part of the transfer of customers to SLIC. Should you desire to change the status of your freeze or have any questions, please contact our customer service representatives at the number listed below.
<i>Service Complaints</i>	Bridge Point will be responsible for addressing any customer complaints regarding your local dial-tone telephone service, your long-distance service, as well as your internet service, if applicable, before the completion of the transfer of the customer base. SLIC will be responsible for any complaints you may have regarding any of these services after the transfer is complete.
<i>Customer Inquiries</i>	Additional information concerning SLIC is available at <a href="http://www.slic.com">www.slic.com</a> . If you have any questions regarding this Notice, or for any customer service inquiries, please contact Bridge Point at (518) 558-1558 or, via e-mail, at <a href="mailto:billing@bridgepoint1.com">billing@bridgepoint1.com</a> .

We thank you for your business and we greatly appreciate the opportunity to be able to serve you and your communication needs.

Sincerely,

Bridge Point Communication  
SLIC Network Solutions