



Alta Municipal Utilities

Established 1895

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Dear Customer,

First, thank you to our new and long-time loyal AMU/ALTATEC customers. We appreciate the ongoing support of Alta's community services. The telecom industry is always changing with greater demand for increased Internet speeds and the ever-increasing programming costs for cable TV viewing.

Beginning in January, ALTATEC must pass along incurred costs for telephone at 2.34-2.35% and CATV services at 2.7-7.6% to pay programming costs. There are no increases in Internet costs but due to current technology, ALTATEC will no longer offer the base speed of 8 Megabit (Mb). This bandwidth tier will be phased out by July 31, 2020, to give residential and business customers time to transition over to our base speed of 15 Mb. New modems will need to be installed that will support this base speed, and higher, for an even better Internet experience. To help with this transition, a ten-dollar (\$10) credit for three months, equaling an incentive total credit of \$30, will be given for the first seventy-five existing or new customers who call or come in the office to upgrade their speeds through March 2020. This credit will also be given to our current 15 Mb customers and to any customer who wants to upgrade up to 30 Mb speed during this three-month period. This incentive credit will end on March 31, 2020.

Included in this letter will be the rate resolution with the current packages you may be on, and new ones that you will want to pick from. Please call or stop in to review your current account. As always, our reliable staff is here to give you quality service.

Thank you,

Randy Tilk
Utility Manager