



Valued Customer,

This letter is regarding the major outage which occurred on Monday, January 13, 2025, at 1:00 PM and lasted until Tuesday, January 14, 2025, at 9:45 AM. The disruption was caused by a major fiber cut and impacted our entire service area.

The outage resulted in total loss of internet and landline usage which caused major issues for customers working from home. We understand the challenges this created for business operations and we sincerely apologize.

TeleMedia constantly strives to enhance the reliability of our services and will be taking steps to prevent this from happening again. We value each customer and appreciate your understanding during this time.

If you have any questions or concerns, please feel free to reach out to us.

Warm regards,

TeleMedia Management Team

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