



**Valued Customer,**

This letter is regarding the outage which occurred due to storms on April 2, 2025 in the overnight hours. The disruption was caused by widespread electrical power outages and impacted parts of our entire service area.

The outage resulted in loss of internet and landline usage which caused issues for some of our 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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