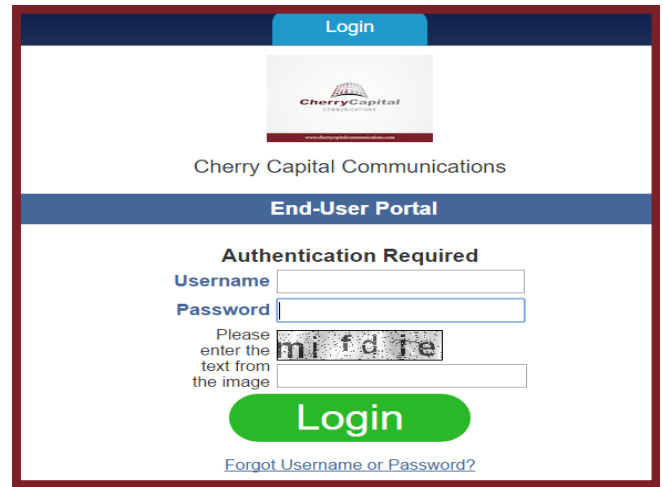


Growth and Improvements

Cherry Capital Communications is happy to announce that four new members have joined our team. This has helped improve communication and responsiveness. All feedback we receive is taken into consideration. The improvements that we have made during the last few months are all customers-oriented.

In the beginning of the year, we implemented a new software platform, which allows coordinating information from different departments easier. The platform interacts with Cherry Capital Connection's new website: www.cherrycapitalcommunications.com. The webpage has a section called [Customer Portal](#). This is your direct connection with Cherry Capital Communications. This feature allows all current customers to log in and manage their accounts. Customers can view and edit



their account details, payment method, equipment details, see their current balance, previous invoices, make electronic payment, purchase hotspot tokens, view their data usage, run a speed test, create a maintenance ticket and more.

New Tree-Phone System

Our new tree-phone system allows us to address the needs of our customers faster and more efficiently. We strongly encourage you to use the following extensions and emails accordingly, so that your inquiries are processed promptly and without delays:

- ◆ Sales Department- in charge of new sales, speed upgrades and equipment upgrades. For any questions concerning prices or information about the Customer Portal send an email at sales@cherrycapitalconnection.com, or call 231-264-9970, Ext 1
- ◆ Technical Support- for any issues with your internet connection send an email at support@cherrycapitalconnection.com, or call 231-264-9970, Ext 2 for technical support. Please note that our response time is 72 hours for customers subscribed for the Standard Residential Plan, and 24 hours for all Business Plans as well as for the Premium Residential Plans. The email and the voice mail is checked three times per day, therefore even if we miss your call, the support team will still work on solving your problem. Calling/emailing multiple times within 24 hours will only slow the processing of the information. The Customer Portal allows you to create a maintenance ticket directly in our system.
- ◆ Billing Department- for paying your bill or any questions concerning your bill, send an email at billing@cherrycapitalconnection.com, or call at 231-264-9970, Ext 3 for billing. You can also pay your bill online via the Customer Portal.

(Continued from page 1)

The new phone system allows you to reach for the following issues:

- 1) To leave a general message, please choose Ext. 5

- 2) For information about outages, please choose Ext. 6
- 3) To leave a message for the General Management, please choose ext. 7

We strongly encourage you to use our office phone number 231-264-9970 and

the appropriate extensions, and, use the personal phone numbers of any member of our team only in emergency situations.

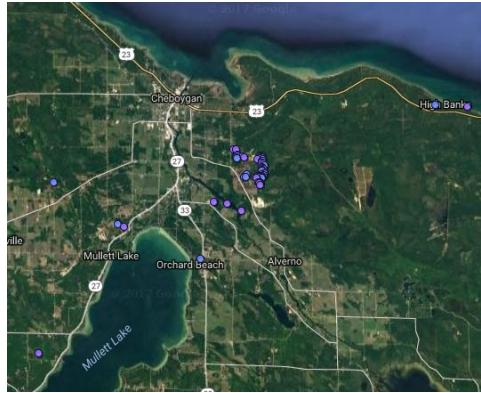
We install this type of tree-phone system for our customers— give sales a call.

Infrastructure

We keep improving throughput and reliability at our existing towers and working on building new ones.

One of our Network Neighborhood Projects is about to be finalized by the end of the month. The efforts and the contributions of the team and our new customers` endless eagerness to get high-speed internet has led to the building of a new tower, and Cherry

Capital Communications is expanding its internet service to Cheboygan County.



internet company in Michigan to provide fiber to the home in rural areas. The fiber optic cables are not only very resistant to atmospheric conditions, but they are also capable of moving data in high speeds and over long distances with little signal loss, thus enabling us to give you speeds from 100 Mbps up to 1 GBps in the future.

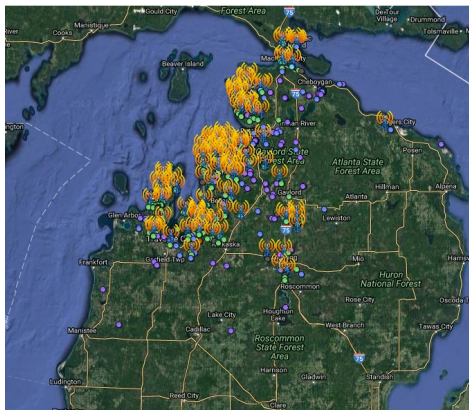
We currently have the following Plans* available:

- ◆ 5 Mbps for \$55 per month;
- ◆ 8 Mbps for \$85 per month;
- ◆ 10 Mbps for \$125 per month;
- ◆ 20 Mbps for \$240 per month.

The installations will start at the end of the month. On March 5th Benton Township not only approved the new tower, but it also endorsed Cherry Capital Communications` franchise agreement for fiber to the home.

* Availability depends on location. Higher speeds are available for Business customers.

Although it is still in its early stages, it makes Cherry Capital Communications the first small



Promotions and Credit

In January and February we ran a very successful promotional campaign. The Basic Installation Fee was lowered from \$570 to \$400. The promotional period is extended until the end of 2017. The lower price has not affected in any way the quality of the equipment that we use.

A \$25 credit* is added to your account once you refer us to your friends. There are two conditions:

- 1) The new customer should mention the name of the referral;
- 2) The new customer should be qualified for our service, the installation should be completed and the subscription active

*Only one credit can be added per month.

Cherry Capital Communication`s newsletter is part of our customer-oriented policy. It aims at informing Cherry Capital Communications` customers about the newest announcements that the company and its employees have to offer. The next Newsletter will be emailed at the end of June. Its focus will be on cutting the cord, options to watch TV on the internet, installing a digital antenna and saving money.