



March 6, 2020

Subject: **NOTICE OF POTENTIAL CHANGE IN SERVICE EFFECTIVE MARCH 31**

Dear Advanced Stream Customer:

On March 31, 2020, Click! Network, an operating entity of Tacoma Public Utilities, will transfer operational control of Click! Network to Rainier Connect, an existing ISP on Click! Network. As such, beginning April 1, 2020, Rainier Connect will become the operator of what is currently Click! Network and begin providing cable television services, Internet access services, and other related telecommunications services. Additional information on this event is available at <https://www.mytpu.org/community-environment/projects/click-network-update/>

Advanced Stream provides your Internet access service through an agreement with Click! Network. In December of 2019, Click! Network gave notice to Advanced Stream that its ISP Advantage agreement with Click! Network will expire on March 30, 2020. This letter is to inform you that after March 30, there is a possibility that Advanced Stream will not continue to be an Internet service provider (ISP) on Click! Network. However, it is our understanding that Advanced Stream and Rainier Connect are in discussions regarding a new agreement that would allow Advanced Stream to continue providing internet access service after March 30.

If Advanced Stream and Rainier Connect are unable to reach an agreement, then Advanced Stream will no longer be your internet access service provider after March 30. If that happens Click! Network and Rainier Connect have agreed to continue providing internet access services to former Advanced Stream customers for a limited time after March 30. This grace period will give you time to transfer your internet access services.

If you have questions about your current service, please contact Advanced Stream. Alternatively, you are free to contact Rainier Connect, the other ISP on the Click! Network for information about their Internet access service offerings. Rainier Connect can be reached at www.rainierconnect.com or by call at 253.683.2200.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jackie Flowers', is positioned above the printed name.

Jackie Flowers, Director
Tacoma Public Utilities