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PUBLIC SERVICE ANNOUNCEMENT

February 17, 2022

First and foremost we would like to take this opportunity to thank everyone who had patience and understanding through the unfortunate downtime we have been experiencing. This has been a poor representation of the services we strive to offer at Wire Tele-View, nevertheless, we genuinely understand everyone's frustration. Please also know that we are equally as frustrated. Since February 8, 2022, our Pottsville, Port Carbon, Palo Alto and Cumbola internet customers experienced intermittent downtime due to multiple backbone fiber breaks, multiple backbone equipment failures and backup circuit failure. Our Tremont, Donaldson and Newtown cable customers have also experienced intermittent cable services due to these same reasons. Our backbone provider is still investigating these root causes and we are still awaiting a permanent solution.

Below is a statement released to us by our backbone provider

"Our team (backbone) has been actively engaged and working to mitigate intermittent issues prior to Sunday's interruption. While service issues are unavoidable, the timing of the service interruption Sunday evening was especially unfortunate. Our engineering and operations teams are aware of the impact, and will continue pursuing solutions that create diversity and reduce latency including equipment upgrades and alternate routes. Maintaining the highest levels of uptime for our customers is critical, and we take that responsibility seriously. All providers are working together to implement a solution which enables Wire Tele-View to confidently continue providing fast, reliable internet service to their customers."

Over the past several years, our team has worked tirelessly to improve the services that we supply to both our cable and internet customers. Although we can never offer perfection, we are now able to offer 10x the amount of download mbps and are now able to offer more than 8x the amount of upload mbps since the end of 2019. We live in a society where we rely on internet and cable services 24/7/365 and we will continue to do everything in our power to assure our customers they can rely on the services we offer. Wire Tele-View has been proudly serving our communities since 1951, and we can reassure you, we look forward to continuing to do so.

The Wire Tele-View Family