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FOR IMMEDIATE RELEASE

EAGLE BROADBAND, NORTHLAND COMMUNICATIONS AND VYVE BROADBAND ANNOUNCE RESPONSE TO HELP KEEP RURAL AMERICANS CONNECTED DURING COVID-19 CRISIS

RYE BROOK, N.Y. — March 17, 2020 — Eagle Broadband, Northland Communications and Vyve Broadband join FCC Chairman Pai in a pledge to “Keep Americans Connected.” As part of this pledge, Eagle, Northland and Vyve will, for the next 60 days, waive late fees and not disconnect Internet or Phone service to any residential or small business customer that calls to inform the company of their inability to pay bills due to the disruptions caused by COVID-19. Additionally, customer care teams will offer flexible payment options to help see customers through this time.

Eagle, Northland and Vyve are working with local leaders to help support keeping communities connected and also invited residents in need to use WiFi in the proximity of their local offices.

“We provide a vital service that everyone will be counting on over the next several months. As our students and workforces are shifting to the home, we want to let you know that our networks and teams are built to keep you connected,” Chief Executive Officer Phil Spencer said.

To further enforce our commitment, Eagle, Northland and Vyve have implemented extra precautions at facilities, retail stores and home visits including:

- Following the CDC’s recommendation for frequent handwashing. Including posting signs as a reminder.
- Asking employees to wear gloves during installations and repairs, front counter transactions, and while handling customer equipment.
- Regularly sanitizing the computer keyboards, countertops, door handles, pens, and credit card machines at our locations.
- Quarantining and sanitizing our returned equipment.
- Encouraging the practice of social distancing in our offices and in customer homes and locations.

Spencer adds, “‘Our Communities Connected’ is our company philosophy. It is a real privilege and a true blessing to be able to provide services that folks will be counting on to keep in touch with their families, stay informed, educated and yes, entertained during a tough period.”



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Vyve Broadband

Eagle, Vyve and Northland are leading broadband Internet providers serving largely non-urban communities in 16 states. A technology leader in the cable and broadband sectors, Vyve Broadband offers an extensive range of broadband, fiber connectivity, cable television and voice services for commercial and residential customers. Residential services include high-speed Internet with speeds up to Vyve Gig, all-digital, high-definition video and fully featured digital voice. Vyve Business Services provides optical Ethernet, PRI and hosted voice services to the business community. Together, Eagle, Vyve and Northland serve areas of Alabama, Arkansas, California, Colorado, Georgia, Idaho, Kansas, Louisiana, Nebraska, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Washington, and Wyoming.

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