

MEMO



February 2, 2021

Re. Services for ~800 Members in Brainerd & Baxter

In order to deliver our internet and phone services in locations where there are no existing fiber optic cables, CTC occasionally leases infrastructure from other providers.

This situation currently applies to approximately 800 homes and businesses in various neighborhoods - mostly throughout Brainerd and Baxter. For these areas, our lease with Century Link will end in July 2022. We are evaluating all of our options in more detail but it is likely that CTC will no longer be able to offer services through this lease agreement. We will be reaching out directly - via email and mail - to members that are impacted by this. We apologize for any inconvenience that these changes may cause.

The vast majority of our members (~13,200) will *not* be impacted by this. If you have a fiber line that is owned by CTC or are a member living in the Crosby area you will experience *no* change in services.

If you have any questions regarding your service, please contact us at 218-454-1234 or 800-753-9104.