

**What is happening?**

Based on what we see for the future and what's best for our customers, Glenwood will no longer provide streaming TV service as part of our entertainment package. Over the past 15 years television-network fees have increased 3½ times the rate of inflation, making it impossible to meet our customers' price expectation. With no end in sight to the annual programming cost increases, Glenwood has made the decision to discontinue our streaming TV service in order to focus our efforts on delivering the best internet experience possible, allowing our customers to stream any type of video they desire at a price that is more affordable.

**When will this take place?**

Effective immediately, Glenwood will no longer offer TV service to new customers. For current TV customers, Glenwood TV service will end on October 1, 2020.

**What does this mean to me?**

You have time to find another TV provider, and most of our internet customers have found multiple streaming TV services that provide a more cost-effective option. Over the next few months, you will receive communications to help you through the transition.

**Why is Glenwood ending TV service?**

With the increase of video options and the rising cost of content it has become difficult for independent TV streaming providers, like Glenwood, to continue offering a quality and comprehensive TV channel line-up without a significant rate increase per year. Instead, we will focus our efforts on delivering the best internet speeds possible so customers can watch high-quality and less-expensive TV channels over our high-speed internet connection.

**Should I cancel my service now?**

Helping our customers through this transition is vital to us. We want you to have time to select the best TV service option that fits your needs. Also, we can help you with this transition. Visit our tips on transitioning to a different streaming TV service. If you prefer personal assistance, call our office to speak with a customer service representative who can provide information and help with transitioning to a new provider.

Once you have your new TV service ready, you can cancel at that time. Please note that service will no longer be available on October 1, 2020, so you will want to have an alternative before then.

**What are some recommendations/options I should consider?**

There are many options available to pair with your Glenwood high-speed internet service to stream your favorite shows, movies, and programs based on your family's needs and budget. These streaming services include Amazon Prime Video, Hulu Live, Sling, YouTube TV, Netflix, CBS All Access and many more. You can learn more about streaming services and devices here, or by calling our office to get personal assistance.

**What do we do with our old equipment?**

If you currently use the KAON Set-Top Box and Remote, you will still be able to utilize this system with other streaming networks or apps. If you need assistance in reprogramming your set-top box, please let us know and we will guide you through it. You will also be able to use your Amazon Firestick with other streaming networks or apps.

**Is Glenwood financially stable?**

Absolutely. Glenwood has never been healthier and positioned for growth. While more and more TV streaming services become available we are no longer able to provide the most cost effective service to our customers. Because of this we have decided to focus on providing the fastest and most reliable internet to support other streaming services.

**Will there be a loss of channels before the end date?**

We plan to keep all current channels available to our customers until the end date. If we experience an unforeseeable loss of channels we will notify all GTV customers immediately.