



OUR NEIGHBOR  
1050 WINDRIDGE PARKWAY  
HARDY, VA 24065

Hello Neighbor,

We have great news for you! Shentel is extending the network into your area which means that you will soon have access to lightning fast internet. We will be using a fiber optic network in your neighborhood which means fast, reliable internet speeds - both when uploading and downloading content.

With a fiber network, you will be able to stream TV shows, video conference or play online real-time games without buffering or glitching. We'll also be able to provide you with TV and Home Phone services.

**We will begin work in your neighborhood within in the next 30 days\*.**

This work will be for the initial phase of construction. Shentel will notify you by mail when all phases of the construction are complete and services may be ordered.

To provide upgraded services, we will be installing fiber optic cable either underground or on the existing poles throughout your neighborhood. During this construction phase, you can expect to see construction teams, trucks and equipment in your area. We will make every effort to minimize noise and disruption.

You will not need to be home while this work is being performed. We do not anticipate a disruption in any of your current services or utilities during construction, but if you do experience a loss of service, let us know and we will work to get your services restored as quickly as possible.

**For more information and updates:**

- Watch for future announcements, mailers or other communications from Shentel.
- Visit [shentel.com/vati](http://shentel.com/vati) for a more detailed construction plan and schedule.
- Call **1-800-SHENTEL** with further questions. Please be aware that we will not be able to take orders for new high-speed Internet service until all construction is completed.

We look forward to serving your area!

Sincerely,

Mark Watkins  
Vice President, Marketing

\*Due to weather and unexpected issues outside of our control, we are unable to provide specific dates for the construction timeline, or when new services will be available. Plans subject to change without notice. All services not available in all areas.

# Construction starting soon



Fast, reliable Internet is coming to your area.

## What to expect

Shentel will soon begin work in your neighborhood to be able to offer you fast, reliable Internet, TV and phone service. Be on the lookout for our equipment and crews.

Here's what to expect over the coming weeks.

### Today:

You may see paint or flags in the area to mark existing utilities.

### Within the next 2 weeks:

Construction teams will begin working nearby to place fiber optic lines either above or below ground.

### Approximately 5-8 months:

Services will become available. In a few months, we will send you more details on the new services and how to sign up.

For more details on construction plans and schedule, visit:  
[www.shentel.com/vati](http://www.shentel.com/vati)



### Signage, flags, and markings

You may see paint or flags in the area to mark existing utilities. We may also have signs up with traffic instructions where needed.



### Construction crews

You may see construction teams, vehicles and other equipment from Shentel and its contractors in the area.



### Construction activity

Shentel teams and other contractors may be seen working on poles, ground boxes or burying fiber lines to place fiber optic cable above or below ground.



This work should not interfere with any of your current services or utilities. Please call if you are experiencing issues.



Our goal is to minimize noise and disruptions.



### Service Availability

We will contact you by mail when services are ready to be ordered.