



February 10, 2016

City of Pryor
Post Office Box 1167
Pryor Creek, OK 74362

Attention: City Clerk

Dear Sir or Madam,

Vyve Broadband has had an extraordinarily busy year. We have been working non-stop to upgrade and enhance our infrastructure in an effort to provide your community and its residents with the latest and most reliable high-quality video, voice and data services at the best value, along with exceptional customer support. In connection with our goal of providing the best customer care experience possible, we have implemented automated online and phone payment options, as well as upgraded our state-of-the art cloud-based phone system, which allows our support representatives to service customers at any location day and night. As a result of these upgrades, the walk-in traffic at our local retail offices has significantly decreased.

In order to most effectively serve the increasing number of customers using our automated payment features and making calls into our Care Centers, we have decided to devote more personnel to our Care Centers to assist with further improving our telephone availability and response time. In connection with this decision, we will be reducing our retail hours of operation at our local office, while at the same time remaining open to those customers who still wish to pay bills or enroll in new services in person. Effective March 7th, the revised retail office hours at 27 SE 8th Street, Pryor Creek, OK will be as follows:

Monday: 8am-12:30am & 1:30pm-5pm;
Wednesday: 8am-12:30am & 1:30pm-5pm; and
Friday: 8am-12:30am & 1:30pm-5pm.

Please note that all customers will continue to have 24/7 access to our technical support team and can continue to take advantage of alternate methods of making their Vyve payments, including through our automated phone payment system and online payment feature. In addition, customers can pay their bills in person at any Walmart location during their business hours of operation.

Vyve Broadband looks forward to continuing to provide service to your community and our neighbors. Please do not hesitate to call me at the number referenced below with any questions regarding these changes.

Sincerely,

Dave Harwood
General Manager
Vyve Broadband, LLC