

Welcome to Kosciusko Connect

Hello, Neighbor!

On behalf of our entire team, it is my pleasure to welcome you to Kosciusko Connect. We are thrilled to have this opportunity to bring you reliable, affordable, high-speed internet service.

Kosciusko Connect was founded in 2021 to further Kosciusko REMC's mission to provide essential services to underserved populations in rural areas. We know that much of our community has been without reliable internet for too long, and we are thankful that we are able to do something about it.

Our fiber-to-the-home internet network is the top-of-the-line. You can expect consistent high speeds and a reliable signal – even through rough weather and times of high internet use. If you ever have any questions or concerns, you can count on us for responsive, friendly service and support.

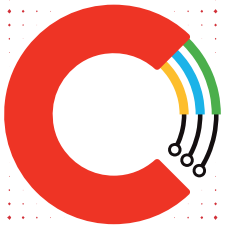
We are proud of what we do, and we are proud to be located right here in Kosciusko County.

Thank you for allowing us to connect you to the future,

Sincerely,

Kurt

KURT CARVER
President & CEO



Take Control of your connection.

DOWNLOAD THE KOSCIUSKO CONNECT APP NOW!

If you are using the GigaSpire BLAST router that we provided, the Kosciusko Connect app will take your in-home internet experience to the next level.

With the FREE Kosciusko Connect app, you can:

- ✓ **VIEW AND MANAGE ALL CONNECTED DEVICES**
- ✓ **PAUSE THE INTERNET FOR ANY DEVICE, ANY TIME**
- ✓ **CREATE ROUTINES FOR SCHEDULED DOWNTIME**
- ✓ **CREATE A GUEST WI-FI NETWORK**
- ✓ **EASILY CHANGE YOUR WI-FI NAME AND PASSWORD**
- ✓ **RUN SPEED TESTS AND TROUBLESHOOT**

You will need the Kosciusko Connect app for Guardian, our network protection upgrade. Learn more about Guardian on the next page.

How do I download the Kosciusko Connect app?

Our app is available in the Apple and Google Play Stores. Search for "Kosciusko Connect" in either store. Look for our icon to know you're downloading the correct app.

Make sure you take a second to update your device's operating system before downloading the Kosciusko Connect app. Some features may not work on older versions.





Ultimate protection for your family.

GUARDIAN NETWORK PROTECTION

Unlock the full potential of your in-home connection with advanced security, network customization, and in-depth parental controls.

For \$12.95/month, Guardian protects all devices connected to your home network and gives you total control over your in-home Wi-Fi experience.

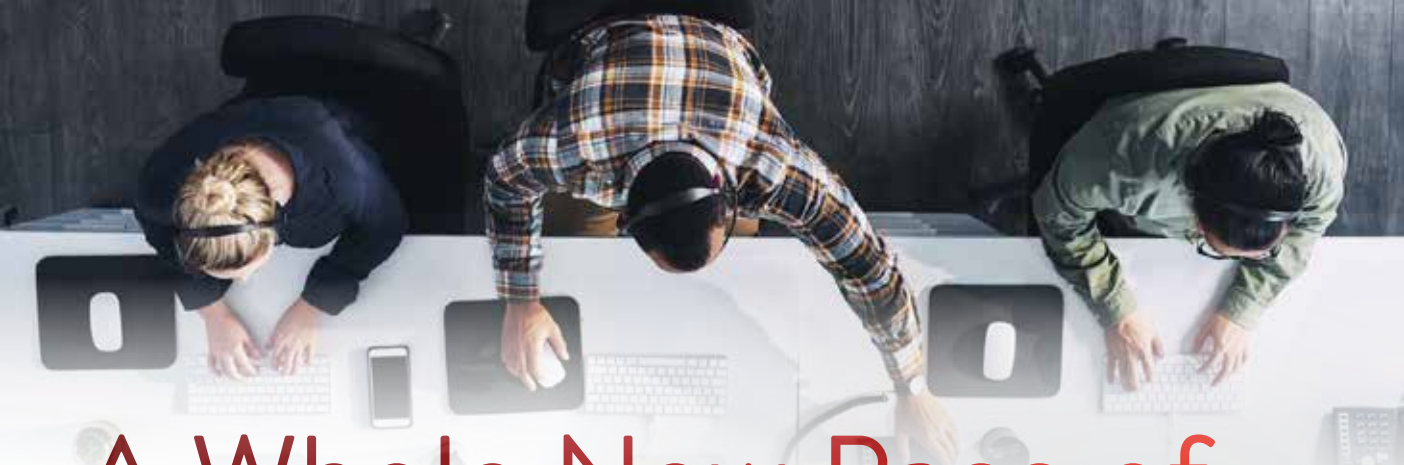
IN-DEPTH PARENTAL CONTROLS Help your kids connect safely! With Guardian, you can block websites, applications, or even content categories that you feel are inappropriate. You can also set Safe Search and YouTube restrictions to block inappropriate search results, videos, and comments.

DEVICE MANAGEMENT Guardian gives you a detailed picture of internet use in your home. It enables you to view activity for all devices and prioritize devices to ensure the best experience for your most important needs. Want to limit screen time? Set limits for devices and specific applications.

ADVANCED NETWORK SECURITY Virus protection software may protect your computers, but it does not protect your smart home devices. Hackers are always finding new ways to create havoc and steal information, and they are able to do so through any unprotected device. Guardian protects everything from phones to smart thermostats to baby monitors, blocking threats and keeping your information safe.

*Guardian is powered by ProtectIQ and ExperienceIQ technology.

GUARDIAN



A Whole New Pace of Productivity

DO YOU NEED MORE SPEED?

Not sure if the plan you picked is right for you? Want to upgrade for more speed? We don't have contracts, so it's easy to make changes to your plan.

Our customer service representatives are always ready to help you pick the plan that is best for you and your family. Reach out to us during office hours to upgrade your service or make changes to your account!

No matter which plan you choose, you can count on unlimited data and consistent, symmetrical upload and download speeds.

CHOOSE YOUR SPEED, UP TO

STANDARD: 100 MBPS

Perfect for smaller households and average internet use.

ADVANCED: 500 MBPS

Ideal for larger households and using a lot of devices simultaneously.

PREMIUM: 1,000 MBPS

The best choice for gamers and work-from-home applications that require large files.



Crystal-Clear Telephone Service – Coming Soon!

THE FUTURE IS CALLING

RESIDENTIAL TELEPHONE SERVICE

Our phone service uses voice over internet protocol (VoIP) technology delivered through our fiber network. This technology results in a superior phone connection that raises the bar when it comes to clarity and reliability.

Our service comes with unlimited local and long distance calls for just \$29.95/month!

FEATURES

- ✓ ANONYMOUS CALL REJECTION
- ✓ CALL BLOCK
- ✓ CALL FORWARDING
- ✓ CALL WAITING
- ✓ CALLER ID
- ✓ DO NOT DISTURB
- ✓ FIND-ME/FOLLOW-ME
- ✓ SPEED DIAL
- ✓ 3-WAY CALLING
- ✓ VOICEMAIL
- ✓ VOICEMAIL TO EMAIL

Watch our website or social media pages for updates on our telephone service.



GIGASPIRE BLAST U6.1

Great service deserves great hardware.

MEET OUR ROUTER, THE GIGASPIRE BLAST.

The GigaSpire BLAST routers are a next-generation smart home system that provides more than enough bandwidth for everyone in your household. Leveraging the latest advancements in Wi-Fi technology, including the 802.11ax Wi-Fi standard (also known as “Wi-Fi 6”), it combines lightning-fast speeds with great coverage to give you an unrivaled online experience.

WI-FI 6 The most advanced Wi-Fi standard yet – it’s faster and optimized for great performance in today’s busy smart home environments. With this technology, the BLAST provides longer range, higher efficiency and it is less affected by interference from other nearby Wi-Fi gateways.

DUAL BAND SUPPORT The BLAST lets you take advantage of all the capabilities of Wi-Fi 6 (802.11ax) using both the 2.4 GHz and 5 GHz bands. With 4x4 at 5 GHz and 2x2 at 2.4 GHz, the BLAST is a powerful dual band Wi-Fi system.

Extend Your Wi-Fi — coverage everywhere you want it.

MINIMALIST DESIGN. MAXIMUM POWER.

The GigaSpire BLAST mesh extender is our high-performance mesh satellite that connects to your BLAST router and extends your world-class Wi-Fi coverage throughout your home. The GigaSpire BLAST mesh extender takes your Wi-Fi further and makes hard-to-reach areas a thing of the past.

The BLAST mesh extender is the ultimate plug-and-play satellite. Simply plug in the power cord, push the WPS button on your primary BLAST system unit, and then push the WPS button on your extender.

During your home installation, your service tech is able to check Wi-Fi performance throughout your entire home. Ask them for help if you think a mesh extender might be right for you!



GIGASPIRE BLAST MESH EXTENDER



Give your movie nights an Upgrade

START STREAMING WITH KOSCIUSKO CONNECT

It's time to ditch the dish! Streaming is extremely reliable with fiber-to-the-home internet, and it is almost always contract-free. Streaming is also cheaper than cable - especially once you consider the hidden fees that TV providers tack onto your bill. Here are just a few of the many live TV streaming options* available:

- ✓ **Hulu + Live TV** - 70 channels and the thousands of TV shows and movies in Hulu's library
- ✓ **Fubo TV** - Starts at 115 channels. Other plan options are available
- ✓ **YouTubeTV** - 85 channels
- ✓ **Sling TV** - Sling is a customizable service with multiple plan options, and groups of add-on channels broken down by categories like sports, news or kids.
- ✓ **Philo** - A budget service with many popular movie and TV show channels (TV Land, Food Network, Paramount, HGTV), but no major broadcast channels (ABC, CBS, Fox or NBC) or sports channels.

*Kosciusko Connect does not support, sponsor, or endorse these or any streaming services.

Questions about your bill?

WE CAN EXPLAIN.

KOSCIUSKO CONNECT
brought to you by KREMC

Pay your bill online at: www.kosciuskoonline.com
Account Inquiry: (574) 269-0227
Tech Support: (888) 229-0236

Service Information
Account Number: 1231001
Account Name: JOE CONNECTED
Service Address: 1234 E 56TH S
Location Number: 1234567890
Date: 4/01
Cycle: 400
Billing Period: 30 Days
Internet Service Charges:
Standard 100 Mbps Residential: 49.95
Guardian Network Protection: 12.95
Fiber Bill Fee: 4.00
Ultimate Wi-Fi: 6.50
Ultimate Wi-Fi Optimize: -5.95
Sales Tax: 1.39

Account Summary
12/29/21
Bill Due: \$68.29
Previous Amount Due: -\$68.29
Payment Received on 1/05/21: \$0.00
Unpaid Balance Paid Due: \$68.29
Current Charges Due By 02/10/22: \$68.29
Total Due: \$68.29

Total Current Charges: \$68.29

CURRENT BILL DATE DOES NOT APPLY TO THE PREVIOUS BALANCE

KOSCIUSKO CONNECT
1234 E 56TH S
KOSCIUSKO IN 46508
(574) 269-0227
ADDRESS SERVICE REQUESTED

Account Number 1231001 **Due Date** 01/10/22 **Due Now** \$68.29
Service Address 1234 E 56TH S
KOSCIUSKO IN 46508

Enter Amount Paid

KOSCIUSKO Connect LLC
PO BOX 4638
KOSCIUSKO IN 46508-4638

1000363030300000070650000000456

This charge is on your bill because we are required to collect IN sales tax on your Ultimate Wi-Fi service. If you use the hardware we provide, you will see a charge for Ultimate Wi-Fi on your bill for tax purposes each month. We're covering this charge for you, so you will see a credit for an equal amount on the line below.



WE'RE HERE TO HELP

OFFICE HOURS: MONDAY THROUGH FRIDAY FROM 7:30AM TO 4PM

ACCOUNT SERVICES

VISIT OUR OFFICE

Kosciusko Connect
370 South 250 East
Warsaw, IN 46582

GIVE US A CALL

Local: 574-269-0327
Toll-Free: 800-790-7362

SEND US AN E-MAIL

connect@kosciuskoconnect.com

FOLLOW US THROUGH SOCIAL MEDIA

www.facebook.com/kosciuskoconnect
www.twitter.com/getfiberkos
www.instagram.com/kosciusko_connect

WWW.KOSCIUSKOCONNECT.COM

Questions? Reach out to us at any time. Our team is here to help you find **the best possible internet solution for your home!**

24/7 TECH SUPPORT

CALL OR TEXT: 888-299-5236


E-MAIL

help@kosciuskoconnect.com

KOSCIUSKO
CONNECT
brought to you by **KREMC**

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 574-269-0327

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