

— Welcome to —

ELEVATE

Legendary Internet

Hey,
Neighbor!



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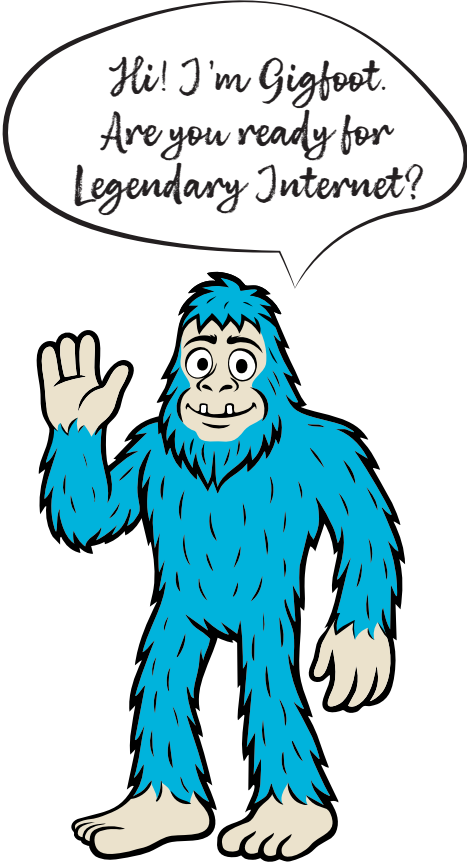
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WELCOME TO ELEVATE



Dear Neighbor,

Welcome to Elevate! Recently, your TDS service became part of the Elevate family, and we're so glad to have you with us. We know transitions like this can bring questions, but please rest assured—our team is here to make the change as smooth as possible.

Elevate was created with local community member input who believed our community deserved better internet. As a broadband company with a cooperative heart, we're guided by values of safety, reliability, and affordability. That means we focus on strengthening the place we call home, not sending profits to faraway shareholders. You can count on us to deliver award-winning fiber internet and friendly, local support.

You'll also get to meet our mascot, Gigfoot. Big, cheerful, and dependable, Gigfoot is a fun reminder that Elevate's internet isn't just fast—it's legendary.

We're excited to welcome you with open arms and look forward to building a stronger, smarter, and more connected community—together.

With gratitude,

A handwritten signature in black ink, appearing to read "Jack".

Jack Johnston
President & CEO, Elevate



KEY INFO

Welcome Legacy Account Holders

As of October 15, 2025, you are a Legacy Account holder with Elevate. We are moving all digital files into our system between Oct. 10-15 and will be unable to process any account changes. Thank you for your understanding during this time.

> TDS Emails Disconnecting

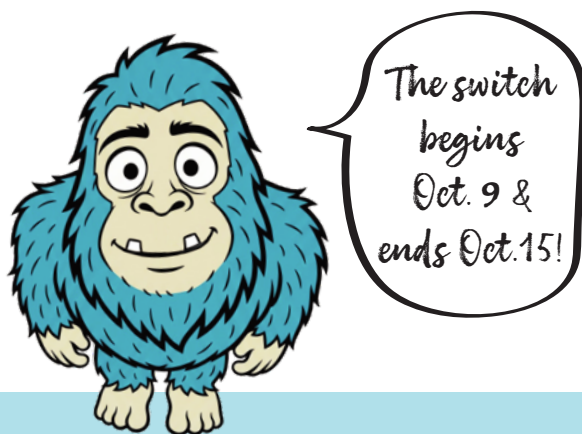
If you have a TDS email account, you'll need to switch to a different email provider **before October 9**.

> Get Fiber Service

We are hard at work building fiber to all Legacy Account holders! Find out if you are fiber-ready at elevateinternet.com or call our team today for a better and more reliable internet experience.

> Update your billing info

After October 15, you'll need to update how you pay your bill as these records are encrypted and cannot be transferred. See page 6 for a preview of your new bill.



FIND OUR FAQ



OVERVIEW

WHY THE CHANGE?

Better internet speeds, one convenient way to pay for both electric and internet, and local ownership and operation are just a few things we'll be able to offer to Legacy TDS customers. The hometown handshake is important to us, and investing in Delta County's future means that people that live here are able to provide fast, reliable internet to you and yours.

WHAT'S CHANGING

Plan: Your plan will now be a Legacy product. Some extra services will be discontinued. Elevate will match your current TDS plan pricing through Dec. 31, 2026.

Billing: Your October bill will be paid to Elevate. Please visit page 7 for remittance options and addresses.

Customer Service: We are proud to welcome you to the Elevate family with award-winning, local customer service. Call us if you want to upgrade to Elevate fiber internet products, have questions about billing after Oct. 15, or want to chat about your account. You'll find them team at getanswers@elevateinternet.com or 844-386-8744.

HOW CAN I REACH SUPPORT?

Our local tech-support team is here to keep you connected.

For Technical Support after Oct. 15:

- email support@elevateinternet.com
- call 844-386-8744
- chat at elevateinternet.com/support (during regular business hours)

SWITCH CHECKLIST

BEFORE OCTOBER 9:

FOR TDS EMAIL CUSTOMERS

- ☐ Back up any active emails.
- ☐ Transfer your email account to a provider of your choice.
- ☐ Change your account (banks, bills, etc.) email addresses to your new email account.

AFTER OCTOBER 15:

FOR CUSTOMERS WITH AUTO PAY

- ☐ If you had recurring payments with TDS, be sure to set up Auto Pay with Elevate (see page 8).

FOR TDS INTERNET CUSTOMERS

- ☐ Check to see if Elevate Internet Fiber is in your area.
 - ☐ If so... Schedule an installation
 - ☐ If not... Preregister for service at elevateinternet.com

LATE-OCTOBER THROUGH MID-NOVEMBER:

FOR TDS PHONE CUSTOMERS

- ☐ Today: Record any TDS voicemails you need to keep.
- ☐ Once Elevate phone is live, set up your new Elevate voice mailbox.

PRICING

FIBER PRICING

Internet Made for You		per month
Essential (400 Mbps)		\$54.95
Safe, secure browsing covered. Perfect for email, & everyday use.		
Streamer (1 Gig)		\$79.95
Built for entertainment lovers. Stream, scroll, & share with ease.		
Family (2 Gig)		\$99.95
Power every moment together. Work, play, & everything in between.		
Legend (6 Gig)		\$149.95
Fast, seamless, legendary. Built for those that demand the best.		
Reliable Home Phone		per month
Unlimited local & long distance		\$30.00
Simple TV		

Find packages & rates at elevateinternet.com/tv

LEGACY PRICING

DSL Service	
Up to 100 Mbps	*\$79.95
Phone	
Unlimited (calls + long distance)	\$30.00

If you're still using TDS's older copper-based internet or phone service, you are considered a Legacy Elevate Customer. Copper simply can't keep up with today's demands, which is why DMEA built Elevate's 100% fiber network to meet today's needs.

To make your transition easier we are adding a credit to your monthly bill to match your current billed TDS price until December 31, 2026.*

Sign up for Elevate fiber internet service today!

Legacy TDS customers who switch to Elevate before 12/31/2025 will receive a free installation valued at \$100. Elevate is not available in all areas. *Legacy pricing above does not represent exact fees paid by all Legacy TDS customers. Legacy TDS customers will receive a monthly bill credit equal to their monthly TDS fee as of October 9, 2025. **\$54.95 for 1 Gig offer is for the first three months of service only. Internet speeds up to 6 Gig for wired connections. All prices and offers are subject to change without notice. Taxes, fees, and terms of service apply.

READING YOUR BILL

FROM PAGE 1 OF BILL

Amount due
This is the total amount owed.

Due Date
Payments must be received by this date in order to avoid late fees.

Total Due
\$79.95
Due on 09/01/2025

FROM PAGE 1 OF BILL

Service Dates
Billed in advance.

Internet Speed
In megabits per second.

Account Number
Elevate account number, different from your DMEA account.

Service Activity: 123 MAIN AVE
Internet Service
Service: 123 MAIN AVE
Internet Services
● **Monthly Charges - 09/01/25 to 09/30/25**
INTERNET 400 MBPS ●

Account: 1234567

Internet Services Subtotal
Total Current Internet Service

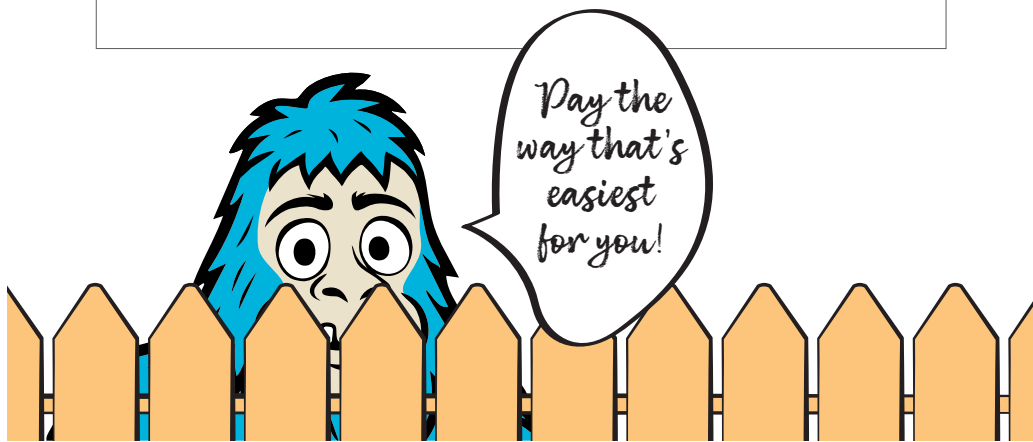
\$79.95

\$79.95

\$79.95

Total Current Charges: 123 MAIN AVE

\$79.95



MANY WAYS TO PAY

AFTER OCTOBER 15:



Phone

Call 844-386-8744 for
24/7 payments.



Online

Visit your SmartHub account at
dmea.smarthub.coop or make one-time
payments at dmea.smarthub.coop/paynow



In person

Montrose: 11925 6300 Road
Delta: 21191 H75 Road



Auto draft

Automatically pay from your bank account
or credit card each month.



Kiosks

Use our payment kiosks in the entryway of
either DMEA office or the Hotchkiss
information booth 24/7. A kiosk is available
at Cedaredge Town Hall during its regular
business hours.

HOW TO USE SMARTHUB

AFTER OCTOBER 15:



Pay Both Bills

With SmartHub, you'll have access to both your DMEA and Elevate accounts so you can check on each and pay both in one convenient app.

From dmea.com, click the 'Pay Bill' button on the top right of the screen and follow the prompts.

Check your account balance

Need to know how much you owe? Sign in at dmea.smarthub.coop and click 'Bill & Pay.'

View past energy use

Sign in at dmea.smarthub.coop and check out 'Usage' on the navigation menu.

Sign up for auto pay

In dmea.smarthub.coop, expand the 'Bill & Pay' tab, select 'Auto Pay Program,' and follow the prompts.

Manage notifications

In dmea.smarthub.coop, expand the 'Settings' tab and click 'Manage Notifications.' Choose which notifications you'd prefer and how they're delivered.

Go paperless

In dmea.smarthub.coop, expand the 'Settings' tab and then select 'Paperless Billing,' and follow the prompts.

24/7 ACCOUNT ACCESS



Download the SmartHub app

Check your balance, pay your bill, and update your information anywhere, anytime with the touch of a button. Available for Android and iOS devices.



AVOID SCAMS

Verify information you receive from would-be scammers. With SmartHub, your online Elevate and DMEA account portal, you'll always be able to monitor your balance and billing history.

Visit dmea.smarthub.coop.

*How
do you
know
it's
really
us?*



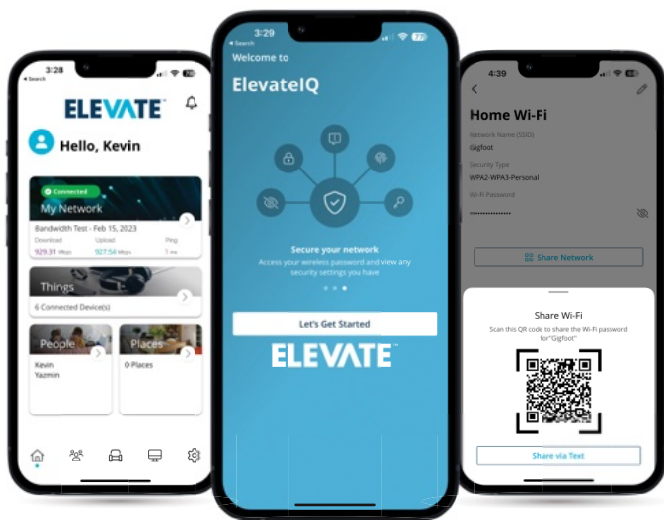
Your life is connected
MAKE SURE IT'S PROTECTED



with the Wi-Fi app
ELEVATEIQ



ELEVATEIQ WI-FI APP



24/7 PROTECTION

A safeguard between your devices and bad actors, stopping threats before they get to you.



SHARE YOUR WI-FI

Grant access to your network with a QR code.



CONTROL CONTENT

Set age-appropriate content and website filters.



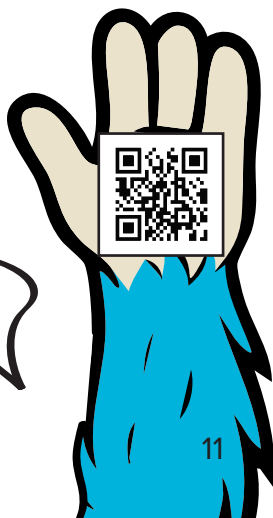
NETWORK PRIORITIZATION

Ensure your most important devices get the fastest Wi-Fi connection.



SCREEN TIME

Set limits, lay down a bedtime, and pause use when you need to.





ELEVATE *Impact*



Affordable, reliable internet is essential in today's world, but some families struggle to afford this modern necessity. Elevate is committed to providing community members in our rural area with high-speed internet with Elevate IMPACT, ensuring households can stay connected and thrive.

**IMPACT
Discount
\$20/month
for internet**

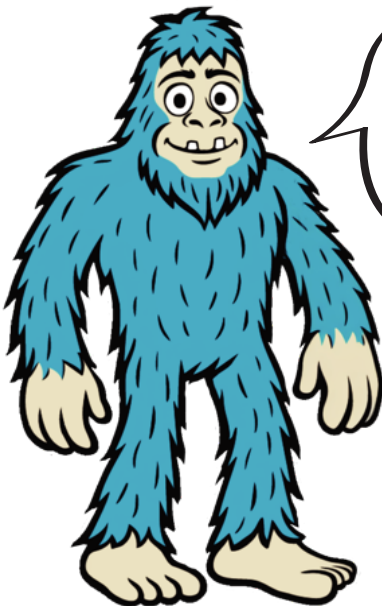
Qualifying residential subscribers receive a monthly discount of \$20.00. This discount can be combined with the Lifeline Discount (\$9.25), resulting in a total discount of \$29.25/month. It applies to Elevate internet service only. Consumers can choose any level of service they like.

QUALIFY & SAVE

Internet Made for You	Regular Price	with IMPACT Discount	+ with Lifeline Discount	MONTHLY COST
Essential (400 Mbps)	\$54.95	\$34.95	\$25.70	
Streamer (1 Gig)	\$79.95	\$59.95	\$50.70	
Family (2 Gig)	\$99.95	\$79.95	\$70.70	
Legend (6 Gig)	\$149.95	\$129.95	\$120.70	

HOW TO APPLY:

Apply for IMPACT and Lifeline at elevateinternet.com/assistance-programs and provide official proof of eligibility.



Check the website above to see if you qualify!

Available in live service areas only. Installation is zero money down and \$10 per month for 10 months or \$100 upfront. Internet service may be required for TV and phone. Internet speeds up to 6 Gig for wired connections. Prices subject to change. Qualifying subscribers receive a monthly discount of \$20.00, which can be coupled with the Lifeline Discount (\$9.25), resulting in a total discount of \$29.25/month for any plan. Impact participants are required to renew annually.

ELEVATE

Account number: _____

Wi-Fi Network: _____

Password: _____

Get ready for
Legendary Internet

Contact:

Phone: 844-386-8744

Email: getanswers@elevateinternet.com

Online: elevateinternet.com

Office Hours:

Montrose: 11925 6300 Road

Monday, Wednesday, Friday: 8am - 5pm

Tuesday and Thursday: 8am - 6pm

Delta: 21191 H75 Road

Monday - Friday: 8am - 5pm



Connect with Us!

