

DISCONNECTION NOTICE

PLEASE BE ADVISED THAT THE COMMONWEALTH OF KENTUCKY HAS TERMINATED ITS CONTRACT WITH OPENFIBER KENTUCKY COMPANY, LLC DBA ACCELECOM AND ACCELECOM NO LONGER HAS RIGHTS TO CONNECT BY AND THROUGH A COMMONWEALTH-OWNED, KENTUCKYWIRED NETWORK

THE COMMONWEALTH WILL COMMENCE DISCONNECTION OF ACCELECOM FROM THE KENTUCKYWIRED NETWORK IN NO LESS THAN THIRTY (30) DAYS

Why am I receiving this notice?

You are receiving this notice because Accelecom identified you as a customer and your site(s) as connections to an Accelecom last-mile network that is connected to the KentuckyWired Network. Because the Commonwealth has terminated its agreement with Accelecom, Accelecom no longer has rights to use the KentuckyWired network. Your broadband service may be impacted by this termination and disconnection. You are receiving this notice from the Commonwealth so that the Commonwealth and its operations company can provide you assistance.

What happens next?

As a result of this disconnection, you may experience an interruption – or complete loss – of your broadband connectivity. We hope to avoid any disturbance in the services you receive, and are attempting to work with Accelecom to avoid these issues. However, though we have asked Accelecom to provide information to aid in the continuity of services, Accelecom has not provided this information. It would assist the Commonwealth if you contacted us to provide a copy of your current service agreement with Accelecom, and any other known details of the services you receive. **You are under no obligation to do so.** However, to help prevent disruptions to your broadband connection, we recommend that you contact KCNA's Executive Director via email (Doug.Hendrix@ky.gov) and that you contact your agent with Accelecom to address the continuity of the services you currently receive.

The Commonwealth is committed to doing everything possible to ensure continuity of service for Accelecom's customers. We anticipate providing further details associated with the exact timeline of the planned disconnection that will affect you.

The Commonwealth hopes to provide you as much time as possible to evaluate your options to ensure you maintain broadband services moving forward.

ACCORDINGLY, PLEASE TAKE NOTICE THAT THE COMMONWEALTH WILL DISCONNECT ACCELECOM FROM THE KENTUCKYWIRED NETWORK NO LESS THAN THIRTY (30) DAYS