



# Copper to Fiber Migration

# Dates of Communications for Andrew Harm

Mail / send date	Medium	#
Tue, Jun 10	DM	1
Week of June 16 <sup>th</sup>	EM	1
	SMS	1
Tue, Jun 17	DM	2
Week of June 30 <sup>th</sup>	EM	2
	SMS	2
Week of July 14 <sup>th</sup>	EM	3
	SMS	3
Tue, Jul 15	DM	3
Week of July 28 <sup>th</sup>	EM	4
	SMS	4
Tue, Jul 29	DM	4
Week of Aug 11 <sup>th</sup>	EM	5
	SMS	5
Mon, Aug 18	DM	5
Week of Sept 25 <sup>th</sup>	EM	6
	SMS	6
Week of Sept 1 <sup>st</sup>	EM	7
	SMS	7



## Urgent Update! We've upgraded our network.

To maintain your services, call to schedule your **FREE** installation.



Dear Valued Customer,

**We upgraded our network infrastructure in parts of Johnson, VT!** With our Fidium Fiber internet and enhanced phone services, you'll get faster speeds, improved call quality, better reliability and a host of other benefits. We are transitioning services from our DSL internet and phone service network to our new state-of-the-art fiber network on **September 9, 2025**. You must schedule **your free professional installation to maintain your services**.

### Fiber delivers a better, more reliable experience!



**Appreciate better value:** With Fidium, you get our best prices with superior technology



**Crystal-clear call quality:** Our new phone service offers better call clarity and more reliable connections



**Experience faster speeds:** With speeds starting at 100 Mbps, you'll notice an immediate difference in everything you do online

### We'll work with you to find a package that fits your life and your budget.

You deserve the best experience available and we make switching easy with our **convenient professional installation**. We're excited to offer you faster, more reliable and affordable fiber services, so contact us today for your special Fidium offer!



**Act now!** Schedule your **FREE** phone and internet install today!

Call **1.844.799.1318**

Visit **FidiumFiber.com/SwitchToBetter**



### Important notice:

Your current internet and phone service will need to be transitioned by **September 9, 2025**.

Dear Valued Customer,

### What you need to know.

We've upgraded our network infrastructure in parts of Johnson, VT to fiber technology. With our new Fidium Fiber internet and enhanced phone services, you'll experience faster speeds, improved call quality, better reliability and a host of other benefits.

We are transitioning services from our DSL internet and phone service network to our new state-of-the-art fiber network on September 9. You must schedule your complimentary professional installation to maintain your services.

### We made it easy to switch.

Switching your internet and phone service to Fidium Fiber can easily be done in 2 steps:

- 1. Call 1.844.799.1318 to talk to a Fidium Customer Care Guide**  
They will help you decide which speed plan is the best for you and your needs.  
OR  
**Visit FidiumFiber.com/SwitchToBetter**  
Already know the speed you want? Go online and make the switch today.
- 2. Schedule your complimentary professional installation**  
Our courteous Fidium Network Expert will walk you through everything you need to know about your new fiber connection.

### Don't delay, make the switch today!

Your current internet and phone service needs to be transitioned by September 9. Schedule your installation today to avoid any disruption to your service.

We look forward to serving you,

The Fidium Team



**Reminder: You need to transition your internet and phone services by September 9, 2025.**



Switch to Fidium Fiber internet and phone today to avoid a service disruption.



Dear Valued Customer,

**What our network upgrade to fiber means to you.**

We've upgraded our network in parts of Johnson, VT to provide you with access to some of the most reliable internet and phone technology available.

Through Fidium, we're able to provide you with **faster internet speeds** and **more bandwidth**. You'll also enjoy **improved call quality** and a **more reliable connection**.

**We make switching before September 9 easy for you.**

We're here to help. Take these two simple steps and get ready for an immediately noticeable improvement in your internet and phone connection.

1. Call **1.844.799.1318** to talk to a Fidium Customer Care Guide OR Visit [FidiumFiber.com/SwitchToBetter](https://FidiumFiber.com/SwitchToBetter) to order
2. Schedule your complimentary professional installation

**Don't wait, sign up for Fidium Fiber today!**

With our limited-time offer and **your current internet and phone services needing to be transitioned before September 9**, there has never been a better time to sign up for Fidium Fiber internet.

**Limited-time internet offer:**

**Get digital home phone for just \$20/mo when you sign up for Fidium Fiber internet for just \$40/mo!**



**Deadline approaching**

Your current internet and phone services need to be transitioned by **September 9, 2025**.

**Schedule your Fidium Fiber internet and phone installation by September 9 to avoid a disruption in service.**

Dear Valued Customer,

We've upgraded our network in parts of Johnson, VT and will soon be transitioning our internet and phone services from our DSL network to our state-of-the-art fiber network. Your September 9 deadline for switching your service to Fidium Fiber is fast approaching. **To ensure you don't experience an interruption to your service, schedule your complimentary fiber internet installation today.**

- Visit [FidiumFiber.com/SwitchToBetter](https://FidiumFiber.com/SwitchToBetter)
- Call 1.844.799.1318

We're here to help you have a successful, disruption-free transition. A Fidium Team member will walk you through everything you need to know about your new fiber connection.

**With your current internet and phone services needing to be transitioned before September 9, schedule your installation today to avoid any disruption to your service.**

We look forward to serving you.

The Fidium Team



**Final notice:**

Your current internet and phone services need to be transitioned by **September 9, 2025**.

**Sign up for Fidium Fiber phone and internet by September 9 to avoid a disruption in service.**

Dear Valued Customer,

Due to a recent network upgrade in parts of Johnson, VT, we are transitioning our internet and phone services from our DSL network to our state-of-the-art fiber network. **To ensure you don't experience an interruption to your service, schedule your free fiber internet and digital phone installation by September 9.**

- Visit [FidiumFiber.com/SwitchToBetter](https://FidiumFiber.com/SwitchToBetter)
- Call 1.844.799.1318

We're here to help you have a successful, disruption-free transition. A Fidium Team member will walk you through everything you need to know about your new fiber connection.

**With your current internet and phone services needing to be transitioned before September 9, schedule your installation today to avoid any disruption to your service.**

We look forward to serving you,

The Fidium Team



**Important notice:** Your current internet and phone service will need to be transitioned by September 9, 2025.

Dear Valued Customer,

We upgraded our network infrastructure in parts of Mattoon, ME! With our new Fidium Fiber internet and enhanced phone connection, you'll experience faster speeds, improved call quality, better reliability and a host of other benefits.

Make the switch today.

Your current internet and phone service needs to be transitioned by **September 9**. Schedule your complimentary installation today to avoid any disruption in your service.

We look forward to serving you!



Switch To Fidium Today!

Call 1.844.359.9824

Want to know what to expect? Check out this [video](#).



**Important notice:** Your current internet and phone service will need to be transitioned by September 9, 2025.

Dear Valued Customer,

We've upgraded our network infrastructure in parts of Mattoon, ME to fiber technology. With our new Fidium Fiber internet and phone connection, you'll experience faster speeds, improved call quality, better reliability and a host of other benefits.



Switching your service to Fidium Fiber internet and phone can easily be done in 2 steps:

1. Call 1.844.359.9824 to talk to a Fidium Customer Care Guide  
OR  
Visit [FidiumFiber.com/SwitchToBetter](https://FidiumFiber.com/SwitchToBetter)
2. Schedule your complimentary professional installation

Make the switch today.

Your current internet and phone service needs to be transitioned by **September 9**. Schedule your complimentary installation today to avoid any disruption in your service.

We look forward to serving you!

Switch To Fidium Today!

Call 1.844.359.9824



**Reminder: Switch to  
Fidium Fiber  
internet and phone  
before September 9, 2025.**

Dear Valued Customer,

We've upgraded our network in parts of Mattoon, ME to fiber technology. **With our new Fidium Fiber internet and phone connection**, you'll experience faster speeds, improved call quality, better reliability, more bandwidth and a host of other benefits.

**You'll need to switch your service  
before the September 9 deadline.**

To help with the transition and to thank you for your loyalty, we're offering you exclusive customer pricing:

**Limited-time internet offer:**

**Get digital home phone  
for just \$20/mo**

**when you sign up for**

**Fidium Fiber internet  
for just \$40/mo!**



**Switch To Fidium Today!**

Call 1.844.359.9824

**Reminder: You need to  
transition your internet  
and  
phone service by September 9, 2025.**

Dear Valued Customer,

We've upgraded our network in parts of Mattoon, ME to fiber technology. Our new fiber network delivers **faster internet speeds and more bandwidth** which means no more buffering when watching videos, movies or downloading email attachments. You'll also enjoy improved call quality and a more reliable connection.

**Schedule your complimentary installation by September 9  
to get this exclusive offer and avoid a service disruption.**

**Limited-time internet offer:**

**Get digital home phone  
for just \$20/mo**

**when you sign up for**

**Fidium Fiber internet!**

Use offer code: **SPECIALOFFER**



**Switch To Fidium Today!**

Call 1.844.359.9824



**ACTION REQUIRED**

**Schedule your Fidium Fiber internet and phone installation by September 9, 2025 to avoid a disruption in service.**



Due to a recent network upgrade in parts of Mattoon, ME, we'll soon be transitioning our internet and phone service from our DSL network to our state-of-the-art fiber network.

Your September 9 deadline for switching your service to Fidium Fiber is fast approaching. To ensure you don't experience an interruption to your service, schedule your complimentary fiber internet and phone installation today.

**Switch To Fidium Today!**

Call 1.844.359.9824

**You must switch your internet and phone by September 9 to avoid a disruption in service.**



**ACTION REQUIRED TO AVOID A SERVICE DISRUPTION**

**Your current internet and phone services need to be transitioned to Fidium Fiber internet by September 9, 2025.**



Due to a recent network upgrade in parts of Mattoon, ME, we are transitioning our internet and phone service from our DSL network to our state-of-the-art fiber network.

Your September 9 deadline for switching your service to Fidium Fiber is fast approaching. To ensure you don't experience an interruption to your service, schedule your complimentary fiber internet installation today.

**Switch To Fidium Today**

Call 1.844.359.9824

**You must switch your internet and phone by September 9 to avoid a disruption in service.**



**FINAL NOTICE:  
Customer action required**

Your current phone and internet services need to be transitioned to Fidium Fiber internet by September 9, 2025 to avoid a disruption in service.



We've upgraded our network in parts of Mattoon, ME and we are transitioning our internet and phone service from our DSL network to our state-of-the-art fiber network.

To ensure you don't experience an interruption to your service, schedule your complimentary fiber internet installation by September 9.

[Switch Today!](#)

Call 1.844.359.9824

**FINAL NOTICE:  
You must switch your phone and internet by September 9  
to avoid a disruption in service.**



# SMS Messages

SMS 1	<p>Fidium Fiber: Consolidated customers - Urgent Update. We've upgraded our network to state-of-the-art fiber and are transitioning our internet and home phone services soon.</p> <p>Schedule for your free Fidium professional install by <b>September 9, 2025</b>.</p> <p>Call today: <b>1.866.583.0947</b> or visit <b>fidiumfiber.com/smsordernow</b>. Reply STOP to opt-out.</p>
SMS 2	<p>Fidium Fiber: Consolidated customers - Important Notice - You'll need to transition your internet and home phone service to Fidium by <b>September 9</b> to avoid disruption.</p> <p>Call today: <b>1.866.583.0947</b> or visit <b>fidiumfiber.com/smsordernow</b>. Reply STOP to opt-out.</p>
SMS 3	<p>Fidium Fiber: Consolidated customers - Reminder - Switch to Fidium Fiber internet before September 9 to avoid a service disruption.</p> <p>Get internet from <b>\$40/mo.</b> and home phone for <b>\$20/mo.</b></p> <p>Call today: <b>1.866.583.0947</b> or visit <b>fidiumfiber.com/smsordernow</b>. Reply STOP to opt-out.</p>
SMS 4	<p>Fidium Fiber: Consolidated customers - Reminder: You need to transition your internet and home phone service to Fidium by <b>September 9</b> to avoid disruption.</p> <p>Internet plans starting at <b>\$40/mo.</b> and get home phone for <b>\$20/mo.</b></p> <p>Call today: <b>1.866.583.0947</b> or visit <b>fidiumfiber.com/smsordernow</b>. Reply STOP to opt-out.</p>

SMS 5	<p>Fidium Fiber: Consolidated customers - Limited time remaining. Switch to Fidium Fiber by <b>September 9</b> to avoid an interruption to your internet and home phone service.</p> <p>Call today: <b>1.866.583.0947</b> or visit <b>fidiumfiber.com/smsordernow</b>. Reply STOP to opt-out.</p>
SMS 6	<p>Fidium Fiber: Consolidated customers - Urgent action required! Sign up for Fidium Fiber internet and home phone by <b>September 9</b> to avoid a disruption in service. We're here to help you if you have questions.</p> <p>Call today: <b>1.866.583.0947</b> or visit <b>fidiumfiber.com/smsordernow</b>. Reply STOP to opt-out.</p>
SMS 7	<p>Fidium Fiber: Consolidated customers - Last notice! Sign up for Fidium Fiber internet and home phone by <b>September 9</b> to avoid a disruption in service. We're here to help if you have any questions.</p> <p>Call today: <b>1.866.583.0947</b> or visit <b>fidiumfiber.com/smsordernow</b>. Reply STOP to opt-out.</p>