

January 24th, 2018

C. Jordan Labiosa
New Castle Town Council Member
PO Box 157
New Castle, VA 24127

Attention: Mark Barber
Senior VP of Network Operations
TDS Telecommunications LLC
30 N. LaSalle Street Suite 4000
Chicago, IL 60602

Dear Mr. Barber,

I'm writing you with great concern regarding recent network service issues in the New Castle, Virginia service area. Throughout the month of January, TDS Telecom customers have experienced significant downtime and, in some cases, dial up level speeds during uptime. As you are well aware, some small and in-home business rely on your service to remain functional. These individuals have turned to alternate sources of internet, such as cell phone hotspots, and have incurred cost associated with those necessary adjustments.

Though TDS Telecom has acknowledged an outage in our area, no information has been given pertaining to the types of repairs that are taking place or the estimated time until they are completed. This letter has not been written on behalf of the New Castle Town Council, but on behalf of my constituents who are struggling during this time. If it would please your organization, please aid me in answering my constituents by responding to this letter with more information regarding this outage and an estimate on restoration time.

Sincerely,

C. Jordan Labiosa
New Castle Town Council