



To Our Valued Customer:

Over the past several months, Burlington Telecom alerted cable customers of an impending rate increase that will take effect on February 1, 2018.

On the back of this letter, you will find the new cable pricing for BT's à la carte tiers and service bundles. **Rates have been raised between \$10-\$14.** This bill reflects a portion of the increase, prorated for February 1st – 20th (the date that ends our billing cycle). The full increase will be seen on your next bill. Your bill should not increase more than \$14 unless you have added services to your account. **If you see an increase greater than \$14, please contact BT customer service immediately to review whether you have been charged in error.**

We know this news is not welcome and share your frustration with the continued rise in broadcast fees. Every three years, cable television providers are required by law to negotiate with local broadcast stations that represent the major networks (CBS, FOX, ABC and NBC) for the right to retransmit these television signals. Even though these over-the-air signals are broadcast free to the public, providers must pay monthly per-subscriber fees for the ability to carry these networks.

While we work hard to negotiate lower prices, broadcasters take advantage of small cable operators, like Burlington Telecom, by using their effective monopoly in the television market to demand per-subscriber fees that are higher than the rates paid by our national competitors, and well above the rate of inflation. Annual adjustments are now necessary to pass on the ever-rising network and local broadcast retransmit fees. BT's policy is to raise prices only by the amount necessary to cover the cost of these increases.

Our Customer Service agents are available to answer any questions and find solutions for your viewing and budgetary needs. **We also encourage all cable customers to visit our new OTT Test Lab opening soon at our new storefront in the Ethan Allen Shopping Center on North Avenue** to experiment with the latest streaming technology. Our in-house specialists will help you discover if "cutting the cord" is a good fit for your household and guide you every step of the way. See below for more info.

As always, thank you for choosing Burlington Telecom. Unmatchable City. Unmatchable Internet.

A handwritten signature in cursive script that reads 'Stacey Trudo'.

Stacey Trudo
Residential Customer Service Manager

OTT TEST LAB

Upcoming Lab Dates

February 3 rd	1pm-3pm
February 7 th	5pm-7pm
February 17 th	1pm-3pm
February 21 st	5pm-7pm

Learn more at btvfiber.com/internet/ott
or by calling 802-540-0007



INTERNET			TV			PHONE		
SINGLE	5Mb	\$40	SINGLE	Basic	\$43	SINGLE	Basic	\$20
	150Mb	\$55		Standard	\$84		Community	\$28
	1 Gb w/ agreement*	\$70		Standard Plus	\$98		USA Unlimited	\$42
	1 Gb	\$85		Premium	\$128			
DOUBLE	5Mb	\$38	DOUBLE	Basic	\$35	DOUBLE	Basic	\$18
	150Mb	\$53		Standard	\$74		Community	\$26
	1 Gb w/ agreement*	\$70		Standard Plus	\$90		USA Unlimited	\$40
	1 Gb	\$83		Premium	\$122			
TRIPLE	5Mb	\$35	TRIPLE	Basic	\$33	TRIPLE	Basic	\$15
	150Mb	\$50		Standard	\$70		Community	\$23
	1 Gb w/ agreement*	\$70		Standard Plus	\$85		USA Unlimited	\$37
	1 Gb	\$80		Premium	\$115			

WATERFRONT

5 Mb Internet
Basic TV[◇]

\$67

Includes 32 Ch.
18 in HD

MARKETPLACE

5 Mb Internet
Basic TV[◇]
Basic Phone*

\$81

Includes 32 Ch.
18 in HD

Bundles

* 1Gb Internet w/ 12 month agreement

Local Calls are 2¢/min & Long Distance Calls are 5¢/min

USA Unlimited does not include Alaska

HD channels require HD set-top box

Standard & Pro bundles include wireless router

LIGHTHOUSE

150 Mb Internet
USA Unlimited**

\$80

Unlimited calls to US & Canada

BOATHOUSE

150 Mb Internet
Standard TV[◇]

\$137

Includes 106 Ch.
77 in HD

CHAMPLAIN

150 Mb Internet
Standard TV[◇]
USA Unlimited**

\$151

Includes 106 Ch.
77 in HD

BT

150 Mb Internet
Standard Plus TV[◇]
USA Unlimited**

\$163

Includes 159 Ch.
98 in HD

QUEEN CITY

1 Gb Internet
Premium TV[◇]
USA Unlimited**

\$200

Includes 200 Ch.
109 in HD