

AN OPEN LETTER TO THE RESIDENTS OF BURLINGTON:

We at Schurz Communications are humbled by the opportunity you have given us to be the stewards of Burlington Telecom. We know BT is a prized asset of the residents of Burlington and we are committed to maintaining, growing and caring for this company.

We look forward to getting to know you, your businesses and your community better. I think you will find that we are much alike; our core values are very similar, and our goals and vision for the future of BT are much like yours.

OUR COMMITMENT TO YOU

The Schurz/ZRF Partners letter of interest to the City of Burlington lays out in detail our plans and commitments to the City. Some of those commitments include:

- Keep BT's local management and staffing levels, increasing over time as needed as the business grows.
- Continue to operate as Burlington Telecom.
- No broadband rate increases for five years.
- Commit to the completion of the BT Burlington buildout by 2019, with the exception of the 120 homes that present affordable build challenges. We make a further commitment to work toward a solution to cost effectively connect those 120 homes.
- Over time, expand the offerings of both residential and commercial services.
- Work closely with BT's management to introduce new initiatives, including off hours, evening and weekend customer service, customer appointments, early evenings and extended install windows.
- Continue to support Net Neutrality.
 - No paid prioritization.
 - No slow or fast lanes.
 - Will not throttle or block access to legal content.
- Support local public access and other issues of importance to the community.
- Maintain and expand Edu-Net for low income students, Lifeline for qualified residents and other initiatives aimed at bridging the digital divide gap. BT will contribute \$500,000 over 10 years to establish local partnership programs to teach basic technical skills/competencies to work force/high school students to help them remain relevant and improve employment prospects.
- BT will work with other stakeholders and invest \$2.5M over 10 years to establish a BTV Ignite Technology Innovation Fund that provides mentorship and growth capital to local startups.
- Allow the City of Burlington the opportunity to retain a meaningful carried equity interest in Burlington Telecom.

Our vision for Burlington Telecom is to grow the company organically through partnerships and local acquisitions. We see this as a great opportunity for the city, providing more jobs for Vermonters and more resources to both the residents, businesses and the government.

WHO WE ARE

Schurz is a family company, started back in 1872 first in newspapers, then evolving to broadcast and cable. Our purpose is to provide a better understanding of the world so the people who use our services are more informed and can positively impact their communities and society at large.

Our Mission is, and has always been, to pass along to the next generation of customers, employees, and communities an organization that is even stronger and better than what it is today.

SOME OF OUR CORE VALUES AND BELIEFS

- We will always act with integrity and uphold our core values.
- We will provide excellent information and entertainment services and products combined with superior customer service and meaningful community involvement.
- We will grow and develop profitable businesses through customer centric product innovations and customer service.
- We will invest in people, products and properties for continuous improvements in performance, quality, employee development and diversity.
- We believe a company's strength mirrors the strength of our local communities; we support them and encourage active involvement.

We are truly honored to be part of the Burlington community. We are excited about our future together and closing this purchase in late 2018. We know that our mutual success will be found in supporting each other and the growth of this beautiful city.

Respectfully from my family to yours,



Todd F. Schurz
PRESIDENT & CEO