

## Preparing for a Storm

With winter weather expected in our service areas, we want to help you prepare and stay connected as safely as possible. Severe cold, snow and ice may cause power outages and service interruptions. While many parts of our network have backup power, customer equipment and some network facilities rely on commercial power to operate. So, taking a few proactive steps now can make a big difference.

- **Fully charge your devices** — make sure your cellphones and other mobile devices are fully charged.
- **Keep backup power handy** — If you have portable chargers or generators, ensure they're ready to use.
- **Save important information offline** — Download key contacts, documents, or instructions you may need if internet access is temporarily unavailable.
- **Use Wi-Fi calling when possible** — If cellular networks are busy, Wi-Fi calling can help you stay in touch (when power and internet are available).
- **Protect your equipment** — Keep modems, routers, and cables in a dry, temperature-controlled area. Avoid unplugging equipment unless advised for safety reasons.
- **Stay informed** — Follow local weather updates and check our website or support channels for service updates during the storm.
- **Download your My Brightspeed app** — this will help you manage your services from your mobile device and chat with our representatives as needed.

**Extended power outages can limit service availability, even when our broader network remains operational.**

Our teams are monitoring conditions closely and are prepared to respond as safely and quickly as possible if weather impacts our network. Weather conditions may delay restoration efforts if crews cannot safely access impacted areas. Our technicians are staged and ready to respond as conditions allow, and we are closely monitoring the situation. Safety is always our top priority.

Thank you for choosing us, and please stay safe and warm.