



IMPORTANT INFORMATION ABOUT YOUR SERVICE

Dear Lake Connections Customer:

Lake County has entered into an agreement that will lead to the sale of its cable and broadband communications system, Lake Connections, to Pinpoint Minnesota, LLC ("Pinpoint"). Following completion of the transaction, which is expected to be completed on or after June 3, 2019, the services that you currently receive from Lake County will be provided by Pinpoint. Pinpoint and its operations manager, Zito West Holding, LLC ("Zito"), a leading provider of cable, broadband and voice communications services, pride themselves on their ability to build long-term relationships with their customers and they look forward to serving you.

You are not required to do anything to continue receiving the high-quality services you have come to expect at the same competitive rates you currently pay. There will be no charges associated with the transfer of your account to Pinpoint.

Pinpoint is dedicated to earning and keeping your business. We are confident that this transaction will strengthen and improve the high quality of services that you currently receive from Lake County. That said, you have the right to change providers at any time, provided another service provider is available, and subject to the terms of your service contract, if you have one. If you do want to select another provider, you should contact that provider directly. Assuming you do not transfer your service to a different provider by June 3, 2019, Pinpoint will become your service provider thereafter.

If you choose to stay with Pinpoint and you currently receive phone service over the Lake Connections network, your telephone number will not change as a result of the transfer. Notice of any future changes in rates, terms and conditions of service will be provided to you by mail or in your bill in the format that you currently receive it, or as otherwise provided in your service contract, if you have one. In addition, any deposit or prepayment you have paid, if any, will be transferred with your account to Pinpoint. If you have arranged a preferred carrier freeze with Lake County with respect to any services involved in this transfer, this freeze will be lifted in order to transition the services to Pinpoint; following the transfer, you must contact your new local provider to reinstate the freeze.

Prior to the actual transfer of service, Lake County will continue to be responsible for all customer service inquiries, complaints, billing issues and service questions, and you should contact the Lake Connections customer services representatives at the following number: 1-888-262-7971. You may also contact Pinpoint's manager, Zito at: 1-800-365-6988.

Lake Connections thanks you for your business in the past and Pinpoint looks forward to providing you with superior products and services for many years to come.

Sincerely,

Lake County and Pinpoint Minnesota, LLC