



Daniel Hoang <ddhoang@gmail.com>

Low income plans for Wave Broadband

Jim Penney <jpenney@wavebroadband.com>
To: Daniel Hoang <ddhoang@gmail.com>

Thu, Apr 24, 2014 at 4:47 PM

Mr. Hoang,

Thank you for your recent email and letter regarding the work of the Seattle Citizens' Telecommunications and Technology Advisory Board (CTTAB). Wave is an active community member partnering with many organizations in the towns we serve across Washington, Oregon and California, and we're very interested in developing a low-income broadband program.

Our company has been built on a philosophy of exceptional service and fair pricing for our customers. We provide a wide range of residential internet services, from our entry-level High Speed 5 to blazing fast Power User 110, and offer these at price points which allow the consumer to choose the service that best meets their needs. We're committed to maintaining this approach to our offerings as the company grows.

While we are growing fast, Wave is a small fraction of the size of companies like Comcast and CenturyLink, and we don't have the depth of resources to address every opportunity as immediately as we would like. We believe one of the keys to establishing a feasible low-income broadband service program will be to partner with an organization that can efficiently and effectively determine household eligibility and support the qualification process for participants. It is important to us to ensure this program can be offered company-wide to the communities we serve in the Greater Puget Sound, Portland, Sacramento and San Francisco Bay areas.

We would greatly appreciate any and all details you can share about similar programs provided by other broadband companies. Hopefully this information can help expedite our development of a low-income program.

Thank you again for reaching out to us on this important topic.

Jim Penney

Executive Vice President Business and Legal Affairs

WaveDivision Holdings, LLC

Wave Broadband and Astound Broadband

401 Kirkland Parkplace, Suite 500

Kirkland, WA 98033

Phone: 425-896-1891

Fax: 425-896-1911

Email: jpenney@wavebroadband.com

From: Daniel Hoang [<mailto:ddhoang@gmail.com>]
Sent: Monday, March 31, 2014 10:50 AM
To: Jim Penney
Subject: Low income plans for Wave Broadband

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