

1. Why did you change your model to include the lease option?

We realize that one size doesn't fit all. We still believe that the ownership-like model is the best option, but with the lease option, customers will have the ability to enjoy fiber to their home on their terms without having to pay a large sum up front or pay over a long period of time.

2. I have signed a CUE agreement but still have a balance due. Can I convert to the new lease option?

While we still believe that the ownership-like model is the best option, you may convert to the lease option going forward by signing a 2-year lease agreement. If you choose to do this you will be billed \$30.00 per month and will no longer own your connection. Once the terms of the lease expire you will be billed on a month-to-month basis and monthly rates may be subject to price changes.

3. What if I chose the 10-year option and paid \$300 upfront and would like to switch to the lease option?

If you so desire, you may convert to a lease option going forward, signing a 2-year lease agreement. You will be billed \$30.00 per month and we will credit the \$300 you paid upfront toward the first 10 months of your lease. You will not own your connection once the term of the lease expires and you will be billed on a month-to-month basis and monthly rates may be subject to price changes.

4. What if I already pre-paid for my connection?

If you have paid your obligation under the CUE, your contract is complete and you owe nothing further. Your connection will always be a part of your property with no future obligation to UTOPIA on your part.

5. Is there still a reconnect option for customers?

Yes. At this time we are still running a promotion for our reconnect customers.

6. How many bills will I receive under the new model? Will I pay UTOPIA or will the city bill my connection?

If you choose the lease option, you will receive one bill from UTOPIA for \$30.00 for the network infrastructure. You will also receive a bill from the service provider that you choose to work with for the services that you choose to use.

If you choose the CUE model, you will receive one bill from the city under the agreement options for the network infrastructure. You will also receive a bill from the service provider that you choose to work with for the services that you choose to use.

7. What are my payment options?

If you choose the lease option, we offer - and prefer - an autopay option, which automatically deducts the monthly fee from your credit card. We can also send an invoice via email or paper, but if you choose to receive a paper bill, you will be charged an additional \$1.50 per month.

If you choose the CUE option, you will receive a monthly billing included with your other city utilities unless you have already prepaid for your infrastructure. You pay for your connection along with the other city utilities.

8. Will the new model change your strategy for building in new areas or cities?

Our building strategy is, and will continue to be, demand based. Those areas that want it most will get it first.

9. Which UTOPIA customers will be included in the new lease program?

Customers who live in an active UTOPIA footprint and have fiber running in front their home. This includes Centerville, which is currently having fiber installed citywide. To find out if your home is in an active footprint, please call (801) 613-3880.

10. Do I have to sign a contract?

Yes. A 2-year contract is required. If you are leasing the property, the property owner will be required to sign a property access agreement, allowing UTOPIA to install equipment on their property.

11. Can I use any service provider I want?

Yes, we have several service providers to choose from who are authorized to use the UTOPIA network. You are required to maintain active service with one of UTOPIA's authorized service providers for the duration of your contract.

12. Can I terminate my contract before its completion?

No. If the customer cancels the contract within the 2-year agreement or defaults on their agreement, they will be charged a one-time cancellation fee equaling \$50 per month for the period remaining on the contract. This is to offset UTOPIA's investment toward installing the fiber infrastructure to your home.

13. What if I'm forced to move before my contract expires?

A great deal of money is invested in installing the fiber infrastructure in a residence and, therefore, the 2-year contract is non-cancelable and termination penalties apply if service is discontinued prematurely. If, however, you are able to reach an agreement with the new occupant to sign a new 2-year agreement, we will waive the termination fee.

If you have any questions, please contact UTOPIA customer service at (801) 613-3880.