November 1, 2026

Dear Windomnet Customer:

As you may know, the City of Windom has entered into a purchase agreement for Windomnet to be sold to Federated Rural Electric & Broadband (Federated). This transaction will include all of the assets of Windomnet including customer relationships, which include your telephone, video and data services. This purchase is scheduled for December 18, 2026 and as a result, Federated will assume and be responsible for your telecommunications and data services effective upon the closing subject to the satisfaction of regulatory requirements.

The City of Windom (d.b.a. Windomnet) and Federated are working closely to transition your telecommunications, data service, billing and customer support functions to Federated. **The transition to Federated will be seamless for you.** The transition will not include any rate increases nor change the terms and conditions for your services. We anticipate this transition will reduce rates for certain services.

Federated looks forward to providing you the same quality telecommunications and data services and level of customer service to which you are accustomed.

Your telecommunications services account and services will automatically be transferred to Federated unless you have arranged to switch your service or discontinue service prior to the closing date. If you have a carrier freeze on your account it will be temporarily lifted to enable Federated to take over the service. If you would like the freeze to be reinstated after the transfer, you will need to request a new freeze from Federated.

Your data services are governed by a service contract/order you previously entered into with Windomnet.

If you have questions about the transfer of your services to Federated, please contact Federated at 507-847-3520, Option 2. For any questions or concerns you may have about your service account prior to the closing date, you should continue to contact Windomnet at 507-831-6129.

The City of Windom thanks you for being a customer and Federated looks forward to the opportunity to serve you.

Sincerely

Hilary Mathis, Mayor
City of Windom (d.b.a. Windomnet)

Scott Reimer, CEO
Federated Rural Electric & Broadband