



CONNECTED

Conway Corp Newsletter

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Powering Conway since 1929.



Internet Speed Increases

New packages and faster internet speeds coming in January 2022. | **P. 2**



Mason Promotion

Conway Corp promotes Henry Mason to Manager, Electric Distribution System. | **P. 3**



Conway Corp Retirees

With more than 40 years of combined service, Harrison and Starkey retire. | **P. 4**



As the city of Conway continues to grow and change, Conway Corp is proud to help pave the way for a brighter future. In conjunction with the city's planned road construction on Donaghey Avenue, our crews have spent part of 2021 working to move power lines and replace water and sewer mains. Recently, water department crews completed a water main tie-in at Donaghey Avenue and Scott Street. Construction on Donaghey Avenue is expected to be complete in 2022.



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CONWAY CORP ANNOUNCES INTERNET SPEED INCREASES

The Conway Corp Board of Directors approved new internet packages during its October 2021 meeting resulting in higher speed offerings for both residential and commercial customers beginning January 1, 2022.

RESIDENTIAL INTERNET PACKAGES

The Broadband 25 package will increase in upload speeds while also decreasing in price. Broadband 25 will move from 25Mbps down and 3 up to 25/5 Mbps while decreasing from \$41.95/month to \$39.95/month.

Broadband 100 and Conway Corp's 1 Gig service are also decreasing in price. Broadband 100 will decrease from \$84.95/month to \$54.95/month, and 1 Gig will decrease from \$94.95/month to \$84.95/month.

Conway Corp is adding three residential packages including Broadband 500 and 2 Gig service. Broadband 500 will be a 500/50 Mbps service at \$74.95/month, and 2 Gig service will start at \$114.95/month for 2000/100 Mbps.

Conway Corp is also adding a low-cost package with 3/1 Mbps at \$24.95/month for customers who need minimal internet access.

Current Broadband 100 customers will move to Broadband 500 and decrease from \$84.95/month to \$74.95/month.

We will remove the 6 Mbps internet and Broadband 50 package from our offerings. Those subscribers will be moved to the Broadband 25 and Broadband 100 packages respectively with a \$3 per month increase.

BUSINESS INTERNET PACKAGES

Business Broadband will move from 8/2 Mbps to 8/5 Mbps and increase from \$34.95/month to \$36.95/month.

Business Broadband 25 subscribers will move to Business Broadband 30 and see an increase in speeds from 25/5 Mbps to 30/10 Mbps. The package price will increase from \$54.95/month to \$59.95/month.

Business Broadband 200 subscribers will move to Business Broadband 500 and see an increase in speeds from 200/25 Mbps to 500/50 Mbps for the same price. Business Broadband 100 speeds and pricing will remain the same.

"In 2020, we saw the growing need for more bandwidth within the home and workplace for our current customers," Chief Technology Officer Jason Hansen said. "Over the past year we have made major investments in our broadband network and infrastructure to ensure we're providing what our customers want and need from their internet service."

These new, faster speeds underscore our commitment to delivering the fastest and most reliable internet service in the Conway community. Whether our customers are gaming, streaming, working or learning from home, our new speeds will provide a faster, more seamless internet experience."

New packages will take effect January 1, 2022. Customers will automatically begin receiving higher speeds with supported equipment.

BROADBAND 25	BROADBAND 100	BROADBAND 500	1 GIG	2 GIG
\$39⁹⁵ per month	\$54⁹⁵ per month	\$74⁹⁵ per month	\$84⁹⁵ per month	\$114⁹⁵ per month
up to 25/5 Mbps	up to 100/10 Mbps	up to 500/50Mbps	up to 1000/100 Mbps	up to 2000/100 Mbps
Downloading and streaming movies Online gaming Photo and video sharing	Multiuser homes Multiplayer online action gaming HD movie and TV streaming Complete home office	Heavy multiuser homes Peak online gaming performance HD movie downloading and TV streaming Complete home office	Heavy multiuser and multiple device homes Advanced applications Maximum online gaming performance Maximum online movie and TV streaming Professional home office	Heavy multiuser and multiple device homes Advanced applications Maximum online gaming performance Maximum online movie and TV streaming Professional home office

Residential basic internet package available upon request. Modems available to rent for \$10/month. Hardware requirements may vary depending on level of service.

CONWAY CORP PROMOTES MASON TO MANAGER



Conway Corp has announced the promotion of Henry Mason to Manager, Electric Distribution System.

In his new role, Henry will be responsible for directing and coordinating the operation of the electric department. He and his leadership team will establish materials, production and quality control standards.

“Henry is respected by his coworkers in the electric department and companywide,” Chief Operating Officer Greg Dell said. “His professional life has been dedicated to the company and the community and he will do a great job in this new leadership role.”

Mason started at Conway Corp in the electric department as a groundman in 1980 and earned multiple promotions before being named senior foreman in 2015. He was named assistant manager in 2020. Mason replaced Jim Moore who retired in December 2020.

BOARD ELECTS ERSTINE

The Conway Corp Board of Directors elected Kelley Erstine to serve a seven-year term beginning May 8, 2021.

Erstine is Chief Executive Officer of Independent Insurance Agents of Arkansas and previously served as Chief of Staff at the University of Central Arkansas.

He has been active in the community for several years serving as a former member of the UCA Board of Trustees. He currently serves as Treasurer of the Arkansas Society of Association Executives, Board Member of the Little Red River Foundation and on the Arkansas Duck Derby Committee for Conway Regional Health System.

“Having a municipally-owned utility ensures decisions impacting our safety, quality of life and health are made by the people most impacted,” Erstine said.

Erstine is a graduate of Sheridan High School (Grant County) and the University of Central Arkansas, where he graduated with a Bachelor of Science in Journalism. He and his wife, Leslie, live in Conway. The couple has two daughters, Ashleigh Nash of San Antonio, Texas and Madison Erstine of Washington D.C.

The board elects one director annually to serve a seven-year term. Other board members are Tom Courtway, Lindsay Henderson, Jake Nabholz, Denise Perry, Reggie Rose and Brad Teague. Erstine replaces Ray Kordsmeier, whose term ended May 8, 2021.



CONWAY CORP BOARD APPROVES CABLE RATE ADJUSTMENTS

The Conway Corp Board of Directors approved a rate adjustment to several video packages during its October 2021 meeting.

“We are annually faced with rate increases from broadcast and programming networks, and we must pass those increases through to our customers,” Chief Financial Officer Tracy Moore said.

“Our goal is to provide customers with the highest level of service possible at an affordable rate, but we cannot provide it below our cost.”

Customers will see a \$6.60 increase for legacy starter video service. Legacy digital and HD packages will remain the same.

ConwayCorpTV will increase \$10, and ConwayCorpTV+ will increase \$2.55.

Additionally, the Cinemax channel will increase from \$13.95 to \$14.45, and Showtime will increase from \$17.55 to \$18.20.

There are no changes in monthly equipment or equipment rental fees.

Installation charges for video services will increase from \$50 to \$60 and interior wiring from \$100 to \$120.

Rate adjustments will be effective January 1, 2022.

To learn more about Conway Corp video services, call 501-450-6000 or visit ConwayCorp.com.

CONWAY CORP HONORS RETIREES

Jane Harrison, 27 years

Lead Customer Service Specialist Jane Harrison retired June 2021 after dedicating more than 27 years of service to Conway Corp.

Jane was hired in the customer service department in November of 1993 as a customer service specialist I. She was promoted to senior customer service specialist in 1998 and again to her most recent position in 2012. Jane spent her career dedicated to providing an exceptional customer experience to Conway Corp customers.

“If there is an employee who is the model for living out our mission to exceed customer expectations, it is Jane,” Chief Marketing Officer Crystal Kemp said. “She has committed herself to serving our customers, our customer service team and all of her co-workers with excellence.”



Reed Starkey, 13 years

Advanced Metering Initiative Project Manager Reed Starkey retired February 2021 after spending more than 13 years serving the Conway community.

Reed was hired in 1985 and worked five years in the electric department. In 2013, he was rehired in the engineering department to lead the company's Advanced Metering Project.

“Under Reed's leadership, we integrated Conway Corp customers with a system of advanced meters, communication networks and data management systems with little to no disruption,” Chief Operating Officer Greg Dell said. “These updates allow us to continue to provide affordable energy and reliable service with improvements in outage notification, meter reading and billing accuracy.”



CHANNEL 5 LAUNCHES NEW PROGRAMMING

Conway Corp Channel 5 recently launched “Gavin & Gordy”, a new educational and entertainment program for children, parents and educators in Conway.

Gavin Thomas Drew created and stars in the program along with a cast of puppets and special guests that includes Gordy – a fun, friendly, little fuchsia friend who is the show's other titular character. His name is an homage to Conway Corp's first general manager, Fred Gordy, who served as general manager from 1942-1955.

The pair explore topics ranging from solar energy and watershed protection to conservation and WiFi technology. Along the way, we'll meet a cast of friends and Conway Corp team members to help the duo learn information to share with viewers.

Drew, a Conway native raised in Indiana, returned to Arkansas after studying musical theatre at Oklahoma City University. Puppets have long been an inspiration in his life from “The Muppets” to “Sesame Street” and he was excited to create characters to tell the stories on the show.

New episodes will air monthly on Conway Corp Channel 5/585 or online at ConwayCorp.com/Gavin&Gordy.



A LOOK AHEAD: THE FUTURE OF VIDEO SERVICE

With new technology everywhere you turn, the way we watch TV has become more personalized than ever. We strive to provide the best entertainment experience for our customers and that means evolving our offerings as customer needs and habits change.

We recently launched ConwayCorpTV, our state-of-the-art streaming product that lets you watch live and recorded television from your phone, tablet, smart TV and other streaming devices. The decision was made to launch ConwayCorpTV based on technology advancements and changing viewing habits.

Much like VCRs were replaced by Blu-ray players and DVRs, cable boxes are being replaced by streaming technology because streaming apps are the new, more efficient way to deliver video content. Cable networks have turned to streaming as their preferred delivery method.

Plus, as our network continues to grow and support increasing internet and mobile connectivity demands, the modernization of our video service allows us to redistribute some of our network resources to support the growing use of data.



ConwayCorpTV is a lot like the traditional cable you're already used to – it's just delivered via the internet rather than coax cable.

ConwayCorpTV uses the internet but doesn't count toward your home internet usage so you can stream worry free.

You will continue to enjoy live and recorded programming from a huge selection of networks.

ConwayCorpTV simply upgrades your experience and allows you to watch your favorite movies, shows, sports and news from any smart device.

Earlier this year, we began phasing out our legacy system. Beginning in June 2021, all new video customers have ConwayCorpTV. Beginning in October, customers who transfer

services to a new address are migrated to ConwayCorpTV.

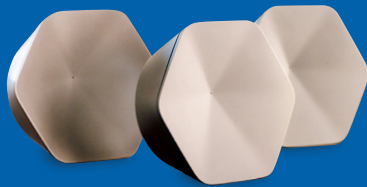
While traditional cable customers can continue to keep their packages currently, as cable box technology becomes outdated and is no longer supported, we anticipate migrating all video customers to ConwayCorpTV by 2023.

It's an exciting time to be a TV fan. There is more quality content than ever before and seemingly limitless ways to watch.

A handwritten signature in black ink, appearing to read "Bret Carroll".

Bret Carroll
Conway Corp
Chief Executive Officer

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