



www.allwest.com
866-ALL-WEST

January 27, 2020

Hello,

Happy New Year! As we kick off 2020, I wanted to take a moment to thank you for your support of All West Communications, and to give a preview of some of the things we're working on. We're building a connected future for the region and investing in Rock Springs and Green River to help these communities thrive for decades to come.

Investing in Our Network

Our work last year included upgrades to equipment and improvements to our advanced broadband network. We're now able to deliver faster internet speeds for improved quality and a better viewing experience.

In 2020, we will continue to invest in our network and new technology to make it even easier for our customers to connect to what matters. The buildout will tap into the \$4.79M grant from the U.S. Department of Agriculture. This project will be completed in several phases over five years to provide Sweetwater County with broadband and other advanced connectivity services.

We will continue to deliver the technology and convenience our customers want. Our 2020 focus includes introducing customers to AllWest.tv so they can enjoy the ease and benefits of our streaming service.

Investing in Our Customers

Last fall, we conducted a listening tour to better understand what our customers want and how to deliver. We received valuable input from community members like you. We know our customers expect great service from a local team, want more communications about our efforts, and need to reach us in a variety of ways. Our customers also want more information on what's next. You can expect we'll be more connected to the community through in-person meetings, engagement with our local media, and more online resources. We're listening, and we're learning.

Investing in Our Team

We hired new team members in 2019 and are proud to employ more than 15 people from the Rock Springs and Green River communities. We invested in our staff with additional training and reviewed our processes to improve response times.

We'll continue to make improvements to meet our customers' expectations while creating an environment where our employees can be proud and successful.

Please reach out to me any time, as I welcome your ideas and insights.

Wishing you peace, happiness and success in the new year,

A handwritten signature in black ink that reads "Matt Weller". The signature is fluid and cursive, with the first name "Matt" and last name "Weller" clearly distinguishable.

Matt Weller, President
All West Communications