

What is happening with Centrovision and Grande Communications?

An agreement has been made that makes Centrovision part of the Grande Communications family.

When does this change go into effect?

The purchase agreement between Centrovision and Grande is finalized. In the coming months Grande will be contacting Centrovision customers regarding transitioning them over to Grande products and services.

Why did Grande think Centrovision was a good fit?

This area of Central Texas (Bell County) is one of the fastest growing areas in the state, with a population increase of nearly 35,000 people in the last five years. Expanding into this area is a natural progression for Grande, filling in the gap between our Waco and Austin communities. Additionally, customers in this area have very little choice for the communications and entertainment needs. They only have access to DISH or DirecTV. Not only is Grande excited to be a part of this vital area of Central Texas, Grande is proud to deliver these communities a choice.

Where does Centrovision provide service?

Centrovision serves communities in and around Temple, Texas, including Morgan's Point, areas around Lake Belton, Salado, Troy, Little River/Academy, Rogers and Moody, along with a few other small communities.

Is there any overlap between where Grande offers service today and where Centrovision offers service?

While both companies serve areas around Waco, there is no overlap in coverage area.

How many homes does Centrovision provide service?

Centrovision currently services 10,000 passing and has an active customer base of about 4,400.

What services does Centrovision offer?

Cable TV and Internet for both residential and business customers.

How will current Grande customers be affected?

There will be no direct notifications or impact to any current Grande customers. These changes will only affect current Centrovision customers and residential and business customers that are in the Centrovision service area.

Should affected customers contact Grande or Centrovision during this transition?

If a Centrovision customer has a question about the service, they can contact Centrovision at 254-773-1163.

How will Centrovision customers' plans/ rates be affected?

In the coming months Grande will be contacting customers with available plans and rates. With fast Internet speeds up to 400Mbps, Get-it-All Bundles, TiVo with Netflix access, and unlimited calling

that includes Mexico, Grande has a lot of new things that will be made available to Centrovision customers. We will make this transition for our new customers as quickly and smoothly as possible.

What if a Centrovision customer wants to sign up for Grande service today?

The Grande team is working diligently to migrate the Centrovision system over to the Grande network. Until that task is complete, we are unable to provide Grande services to Centrovision customers. Accordingly, Centrovision customers will continue to receive Centrovision services until this migration is complete. If anyone in the Centrovision service area wishes to sign up for new service with Centrovision/Grande, they may do so at any time. Prior to a complete migration of the Centrovision network to Grande, they will receive existing Centrovision services just as existing Centrovision customers do. Once we complete the network integration and transition customers to our billing system, we will notify existing Centrovision customers and reach out to the prospects in this service area about Grande services. More information will be provided when this process is planned and scheduled.

Will customers see any change to their bill or customer service?

Until we transition Centrovision customers into our billing system, Centrovision customer's will continue to pay their bill as they do today, either by mail or in person. If they have any questions about their bills, Centrovision products, prices, etc they will reach out directly to Centrovision customer service. There will be no change to their customer service except over time, the trucks the technicians drive will start to carry the Grande logo. The Temple retail location will stay in place and over the coming months, we will install a Grande sign. Customers can feel confident that this will be a seamless transition as two Texas-based companies come together.

What happens to the Centrovision employees?

Grande will be welcoming the Centrovision employees to its growing family.

Where is the Centrovision retail store located?

8 E Barton Avenue, Temple, TX 76501

What are Grande's future market expansion plans and/or acquisitions?

Grande is focused on transitioning Centrovision customers to our billing system and stand-up Grande's suite of services. Once we lay this foundation, we will look forward to the next growth opportunity.