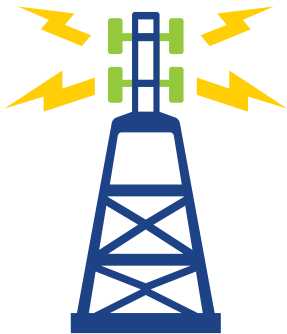


Storm Restoration Progress after Hurricane Beryl

Status as of 7/12/2024

Phase **1**

Restore Power to Network Infrastructure



Phase **2**

Repair Damaged Facilities



Phase **3**

Resolve Individual Customer Issues



CURRENT STATUS



100% powered

Reliable backup power sources have ample fuel
Network stability approaching normal levels



50+

facilities under repair or review
Additional crews deployed to expedite repairs



Call 24/7

Agents available and calling customers proactively to resolve issues without repair appointments

Thanks to our customers and employees for their support!

Visit fidiumfiber.com/storm
or call 1.844.4.FIDIUM



Simultaneous Efforts:

It's important to note that Phases 1, 2 and 3 can and do occur simultaneously within different areas. For example, we could be working on restoring power to our network infrastructure in one area while repairing facilities and addressing individual customer issues in another. Always feel free to contact us if you are experiencing issues, as we are working across multiple phases to restore full service.