



May 11, 2022

Dear Valued Customer

IdeaTek is excited to announce that we recently took over the operations of wireless internet services from Presley Solutions LLC, furthering our mission of providing internet freedom for Kansas communities.

In the coming months, we will begin upgrades to the internet infrastructure so we can bring faster, more reliable services to your home and business. There may be some challenges as we complete the upgrades. We appreciate your patience and understanding as we work to deliver the best speeds possible to your home. Our AirLight fixed-wireless broadband is fast and reliable — delivering the speeds and data you need to stay connected.

If upgrades are needed at your home, we will reach out to schedule the installation.

We look forward to having you as a customer. Here is some information to help you with this transition.

- **We're upgrading equipment at no charge to you.** You'll soon have the internet freedom you deserve. As infrastructure and service upgrades are performed, we will call you to discuss our service plans.
- **Get ready for faster speeds.** We will deliver minimum speeds of 50 Mbps and up to 150 Mbps! Visit our website to see our plans and find the right one for you — <https://ideatek.com/residential/airlight-wireless>.
- **No contracts and unlimited data.** Stream, video call and download as much as you want – we won't ask for a dime more.
- **Our service is reliable.** Experience less downtime and lagging.
- **Make payments easily.** We are working to move your account from Presley to IdeaTek. You will be billed from IdeaTek beginning in June. At that time, you can manage your account easily from our payment portal. We'll send out more information once all customers are ported to our system.
- **We love helping customers.** We have a southwest Kansas team based in nearby Fowler. Also, when you call, one of us – a real person – answers the phone.
- **We invest in the communities we serve.** We look forward to getting to know our customers and partnering with them on community initiatives.
- **We'll be in contact soon.** A customer service representative will be contacting you about your level of service and pricing.

Who we are: IdeaTek is an internet service provider with the mission of fighting for internet freedom. Headquartered in Buhler, we're Kansas-owned and operated with team members across the state. Every day, we hear from rural Kansans pleading to break free from the burden of slow internet. Our mission for more than 20 years has been to bridge the digital divide because every community deserves the speed necessary to thrive in today's fast-paced world. Learn more at ideatek.com.

FAQs

How will IdeaTek's internet speeds compare with my previous service?

AirLight is the gold standard of fixed-wireless internet, delivering speeds of up to 150 Mbps. Best of all, there are no contracts, no data caps and no throttling — meaning we won't slow your internet speeds based on how much you use our service.

How do I pay my bill?

Your current balance will stay with Presley. Your first bill from IdeaTek will be in June. We will send out more information soon on how to pay your June bill once we have your account migrated to our system. Through our payment portal, you'll be able to manage your account from anywhere. You can review invoices, submit service requests and set up your payment method. If you do not want to make payments online, you can continue to make cash payments.

Is my price for service going to change?

There's more to do online than ever before, and we want to make sure you have the fastest internet to do everything you want. You soon will have access to up to 150 Mbps download speed. We will not be adjusting your current pricing at this time. As upgrades are performed, our customer service team will call you to share more about our internet services and to see if there might be a better plan that fits your family's lifestyle. Learn more about our plans at ideatek.com/residential.

How do I contact you for questions or support?

Whether you need help managing your services or troubleshooting an issue, our Buhler-based customer experience team is here to help. Call us anytime at 620-556-4001, email help@ideatek.com or visit ideatek.com.