

June 14, 2023

Fastwyre Broadband's Internet services in the Nome, Alaska area have been impacted by a Quintillion subsea cable cut that occurred earlier this week. We understand it may take several weeks for Quintillion to restore service to full capacity. Quintillion is one of Fastwyre's third-party network providers.

In the meantime, Fastwyre is working to quickly provide temporary alternate Internet connectivity for its business and residential customers. Given capacity constraints, these services will be at reduced bandwidth until Quintillion fully restores its service. Although Internet service is impacted by this event, landline and 911 services remain operational.

Fastwyre understands how important Internet services are to our customers and apologizes for any inconvenience you may experience due to this event. During the impact period, customers will receive Internet services without charge. In addition, they will receive a prorated credit for June services based upon the timing of the outage, which will be applied toward their account once service is restored. If you have any questions, please contact us at 1-833-463-FAST (3278) or at <https://fastwyre.com/contact-us/>.

We will provide additional information regarding the timeline for full restoration of this service when it becomes available.