

Welcome to Shentel

Big Sandy Broadband is now Shentel.

We are very excited about the newest customers to join us - YOU - and the rest of the Big Sandy Broadband subscribers. Shentel purchased Big Sandy Broadband on February 28, 2019 and now is your provider of Internet, cable TV and home phone services.

Shentel takes pride in being a customer-oriented company that puts you first. This is a job we have been doing well since 1902. When we invest in an area, we stick around to make sure the job is done right.

You can expect more detailed information regarding your account in the next few weeks.

In the meantime, nothing is changing about your account. **Please continue to pay your bill and contact us with any issues or questions by calling 1-888-789-3455.**

We are proud to welcome you to Shentel and we pledge to provide you with the best service possible moving forward. We greatly appreciate your business.

Sincerely,

Angela T. Washington

Angela T. Washington
Vice President Marketing



**High-Speed
Internet**



**Home
Phone**



**Cable
TV**

1-888-789-3455



SHENTEL®

Always connected to you

Who is Shentel?

You may not have heard of us, but we have been in business since 1902. The areas formerly served by Big Sandy Broadband are adjacent to the Shentel network. We live and work in the same places as the customers we serve, and we are proud to support our local communities. We specialize in providing advanced services to rural markets, because we believe you deserve the same level of service that you would expect from a larger metropolitan area.

How is your Customer Service?

We don't believe you need to sacrifice customer service or be bound by a long-term contract with huge cancellation fees to get what you want. Customer satisfaction is our number one priority.

Do I need to do anything?

Current customers do not need to take action at this time. You can expect more detailed information regarding your account in the next few weeks.

Where can I get more information?

If you have any questions regarding your account, please contact us.



SHENTEL.COM



1-888-789-3455



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