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Will the nTelos retail stores remain open? Will nTelos stores change their name?

Following the close of the transaction, almost all of the existing nTelos stores will become Sprint retail stores (operated by many of the same people who are currently serving you and with additional staff to continue to provide you with the high level of customer service you have been receiving.) Current nTelos stores are expected to be completely converted to Sprint stores by summer of 2016. You are encouraged to continue to utilize the newly named Sprint retail locations just as you have in the past to make payments or ask questions about your nTelos bills or to receive technical assistance.

What is the timeline for this transaction? When will the customer migration take effect?

The official closing of the transaction is expected to take place in the next few weeks. Once that happens, you will begin to receive information from Sprint regarding the offers available to you to allow you to migrate your account to the Sprint billing system. These messages will arrive by text messages, email and home mailings. Please pay careful attention to this information as it will provide specific details on how you can migrate your account to the Sprint billing system.

Notice to Customers of Pending Assignment

The pending acquisition by Shenandoah Telecommunications Company ("Shentel") of nTelos and all its assets, including all current nTelos customers, is scheduled to close on May 6, 2016. The FCC and several state regulatory agencies have approved this transaction. Pursuant to the terms of your nTelos Customer Service Agreement, this will serve to provide notice that Shentel may assign your existing agreement with nTelos to SprintCom, Inc., an affiliate of Sprint Corporation, at the closing of the acquisition. All nTelos customers will continue to receive the same, service plans without change to the terms and conditions for an extended period after the Shentel acquisition. No further action on your part is required at this time. Additional information about this change is available on this website, and on www.welcometoshentel.com. Customers may also contact Shentel directly using the question portal found here: <http://welcometoshentel.com/faqs/>.

How will my service change?

You will see no immediate impact to your service and there will be no interruption of your services. However, after the transaction closes, you will be added to the Sprint 4G LTE roaming network at no additional charge (if your device is LTE capable) to help enhance your network experience in the region and nationally. You will begin to receive information regarding the migration of your account to the Sprint billing system by text messages, email and home mailings in the coming weeks. Please pay careful attention to this information as it will provide specific details and timing regarding the migration of your account to the Sprint billing system.

What is going to happen to the network?

Good Things. We plan to invest and upgrade the nTelos network locally, allowing it to operate as part of Sprint's enhanced 4G LTE network nationwide. We plan to grow the number of 4G LTE cell sites from the current 50% to approximately 75% within six months and over 85% by early next year. That means more coverage in more places, stronger signals and much faster downloads.

Will my rate plans stay the same?

Yes. You will stay on your current phone and rate plan until you are moved to the Sprint billing system. When you receive information on how to move your account to Sprint, you will be given at least two options:

- a. You will be given the option to move to a customized Sprint rate plan that is equal to or better than your existing plan that includes unlimited voice, unlimited text, and an amount of data that is





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equal to the amount you currently enjoy for the same price you pay today.

- b. Or you will be given the option to sign up for any other Sprint plan available at the time of your migration and we highly recommend you take the opportunity to consider doing so as your wireless needs may have changed over the years as rate plans and features certainly have!

You will begin to receive information regarding the transition of your account to the Sprint billing system by text messages, email and home mailings in the coming weeks. Please pay careful attention to this information as it will provide specific details and timing regarding the transition of your account to the Sprint billing system.

How will my coverage change?

It will get better! nTelos is already in the process of upgrading the network to 4G LTE, and Sprint will accelerate that progress and add additional sites and additional capacity. After the transaction closes, you will be added to the Sprint 4G LTE network free of charge.

We are committed to investing approximately \$350 million to upgrade and expand the nTelos local network to allow it to operate as part of the Sprint enhanced 4G LTE network. Over the next two years, we will be adding more than 150 additional coverage sites and rolling out major network upgrades in your area. That means more coverage in more places, stronger signals and faster downloads.

Will my monthly bills change?

Until you move your account to the Sprint billing system, you will continue to receive bills from nTelos as usual. Once you move your account to the Sprint billing system, your billing format will change and will be Sprint branded, but the price you pay for your service will not go up if you opt to keep your current plan and rate!

Am I still under my current nTelos agreements?

Yes. If you have an existing nTelos Equipment Installment Plan (EIP) or service contract, you will retain your current terms.

Will my current device work before and after the migration?

Yes, you will keep and use your current device, which will continue working with no change in features or functionality. When you migrate to the Sprint billing system, your phone will need to be updated or replaced, depending on the type of phone you have. If you have an iPhone 5c or later, we will install a new SIM card into your phone that will enable your phone on the Sprint network – it's a quick, simple process. If you have any other handset, we will need to replace your handset with a new Sprint phone, similar to the one you have, so that you can utilize all of the network upgrades being built over the next few years.

What do I have to do to switch to Sprint?

While all nTelos customers' phones will continue to work for some time after close, you will be invited to go to a Sprint store to migrate your account to the Sprint billing system. You will begin to receive information regarding the migration of your account to Sprint by text messages, email and home mailings in the coming weeks. Until you receive communications directing you to an nTelos/Sprint store to complete the transition you don't need to do anything to continue to enjoy your service. Once you receive communication directing you to an nTelos/Sprint store you will need to follow those directions, and come to a store to complete the migration of your account.





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What happens if I don't want to become part of Sprint?

If you do not want to become part of Sprint, you can change wireless carriers when your contract expires. However, please keep in mind that the **Sprint Advantage** offer includes:

- nTelos customers will receive a similar plan from Sprint than they currently have with nTelos, and the same great customer service from many of the same employees and stores in the nTelos service area!
- Many customers will receive a free, replacement phone from Sprint that is either the same brand and model as their current phone, or similar to their current phone. Some iPhone customers may need and receive a new SIM card for their existing phone
- Customers can expect to receive better regional 4G LTE coverage with Sprint which means: a clearer signal, fewer dropped calls and faster download speeds than they had with nTelos
- Customers will join the highly rated Sprint 4G LTE nationwide network (nationally recognized by Nielsen and Root Metrics surveys), which means less roaming charges and better connectivity than they had with nTelos
- Customers will have the option to upgrade their nTelos plan to a Sprint Unlimited talk, text and data plan, or keep their existing plan and pricing!
- Customers will join a wireless provider that is committed to delivering superior service by adding additional staff to existing nTelos/Sprint store, and by adding even more local locations and more local assistance in helping customers to find the right plan and device
- Customers will move to Sprint, the nationwide company with a wide range of plans and phone options, both for individuals and shared data plans for families that are on a monthly budget
- Customers will have access to Sprint's device options including installment billing, Lease and the Galaxy Forever and iPhone Forever upgrade programs. All plans will be available at third party "big-box" distributors like Best-Buy, Wal-Mart, Costco, for additional convenience
- Customers will have access to Sprint services like Total Equipment Protection (TEP) insurance plan or the Sprint Family Locator which help keeps track of your children's safety and whereabouts, as well as Sprint Zone, which gives you access to your account directly from your device

Will Sprint still offer the FRAWG plan (no contract/pay as you go)? Or will Sprint only offer contract phone plans?

Sprint offers prepaid products and intends to transition existing FRAWG customers to a Boost prepaid rate plan that is equal to or better than the one they have today. If you have an iPhone 5c or later, we will install a new SIM card into your phone that will enable your phone on the Sprint network – it's a quick, simple process. If you have any other handset, we will need to replace your handset with a new phone, similar to the one you have.

Who should I contact with questions about my nTelos account?

You should continue to call nTelos customer care, or visit your local nTelos store as you always have until you are transitioned to the Sprint network and billing system.

What if I have a Business Account?

You will be contacted by your account representative.