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March 24, 2020

**Via Email**

FILED 3/24/2020  
DOCUMENT NO. 01587-2020  
FPSC - COMMISSION CLERK

Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Electronet Broadband Communications, Inc.  
Cancellation of Authority  
Company Code TX160; Certificate No. 5296

Dear Sir or Madam:

Please accept this letter submitted on behalf of Electronet Broadband Communications, Inc. ("Company" or "Broadband") as notification that the Company is voluntarily relinquishing its authority in the state of Florida issued in the above referenced company code and certificate number.

On January 31, 2020, all assets of Electronet were transferred to Hargray Fiber who is certificated in the state of Florida as a provider of telecommunications services under Company Code TY162 and Certificate No. 8927.

Enclosed as Exhibit A is a copy of the notice sent to customers.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to [Sthomas@inteserra.com](mailto:Sthomas@inteserra.com). Thank you for your assistance in this matter.

Sincerely,

/s/ Sharon Thomas

Sharon Thomas  
Consultant

cc: Paul Watts - Electronet  
Bill Jacobus - Electronet  
tms: FLx2001

Enclosures  
ST/mp

Exhibit A

Customer Notice



January 31, 2020

Dear HIE Networks,

On January 31, 2020, Hargray Fiber closed on our acquisition with Electronet Broadband Communications and its Florida assets. Our entire team, including the existing Electronet colleagues, are excited to have the opportunity to bring Hargray's full suite of communications solutions and our unmatched, superior customer service to you and other businesses in Tallahassee. On behalf of nearly 800 Hargray colleagues based in the Southeast, I welcome you to the Hargray Fiber family.

In order to ensure the intentional focus of placing customers first, Paul Watts and the entire Electronet team will be staying with us to lead our efforts in the market. Our mission is to envision and deliver customer delight, and our purpose is to empower people and communities to connect and thrive. For over 70 years we have invested in advanced network technology, developed customer-focused products, and provided superior customer care.

To deliver additional state-of-the-art services we will invest heavily in the Electronet's network making significant upgrades to enable next-generation products and services, including enhanced data, voice, video, Hosted Unified Communications, Metro-Ethernet and multi-gigabit symmetrical circuits exclusively over Hargray's 100% fiber-optic network. Because these improvements will take several months to complete, you will not experience any immediate changes to your existing services or billing statement.

Over the coming weeks and months, you will receive letters, emails and other communications from our team that will explain what to expect and provide instructions on any steps necessary to update your services and account. Until such time, you will continue to receive the same services and should continue to pay your bills as you have in the past. It is our goal to make this transition as simple and hassle-free as possible. Please see the back of this letter for a summary of what you can expect over the next few months.

To learn more about Hargray Fiber and see our press release, visit [www.hargray.com/tallahassee-fl](http://www.hargray.com/tallahassee-fl) or call us at 850-222-0229. Updates will be posted on the [electronet.net](http://electronet.net) website. Be sure to bookmark these pages as we will publish updates as they become available. We look forward to servicing you and your community.

Sincerely,

A handwritten signature in cursive script, appearing to read "Chris McCorkendale".

Chris McCorkendale  
Senior Vice President Hargray Fiber  
1375 Chatham Parkway  
Savannah, Georgia 31405  
O: 843-341-1577  
[Chris.McCorkendale@hargrayfiber.com](mailto:Chris.McCorkendale@hargrayfiber.com)

Below is an overview of what you can anticipate over the next few months. Although we have done our best to provide an accurate estimate of what to expect, it is possible that the timeframes and steps noted below may change after we have finished inspecting the existing network and systems. We will provide you more information and ample notice of any changes to our plans once we are farther along in the integration process.

**Prior to transitioning your services**

Over the next few months, we will upgrade the network and technology used to deliver your service. We will inform you of any steps you need to take once we have completed our analysis of the Electronet infrastructure.

Although we will make every effort to minimize the impact to you, we may need to replace some of the existing equipment.

**At the time of the transition**

After we have completed all the upgrades necessary to deliver our services, we will transition you from the existing Electronet system to the upgraded network and billing systems. We will do our best to ensure a hassle-free transition, but there may be some cases where changes are unavoidable due to differences in our services.

**After your services transition**

You will receive a Hargray Fiber billing statement and one of our customer care specialists will reach out to you to discuss and review with you.