



# CROSSROADS INTERNET

131 Tennessee Avenue West  
Middleton, TN 38052  
731-472-2012

December 6, 2021

Dear Friend,

I hope you had a nice Thanksgiving holiday and are looking forward to a wonderful Christmas Season. At Crossroads Internet, we are happy the season of light and life is upon us. Let me begin by saying how thankful we are for you, our valued customers, and friends.

We are excited about the future here with a new focus and goals, moving forward together into a new season beyond Christmas.

First, we continue working to make your user experience better. We are not there yet in many areas, but as we continuously work toward improving your experiences, we hope your area is next.

Many of you should already have a better experience compared to just a couple months ago. We would love your input because we are in this together. Feel free to let us know when you have time. You can email: [support@xroadsinternet.com](mailto:support@xroadsinternet.com)

Second, in the 10 years of our existence, we have never raised prices. As you know, the cost of living and the cost of doing business always increases some annually. Recently, however, the rising cost of fuel, technical equipment, credit card fees, utilities, etc. have hit us especially hard.

As a result, we will be raising our package pricing by \$5.00 and eliminating the .95 as well. Round numbers are just easier. New pricing is effective now and will appear on your January statement. Every dollar of this increase will go back into the business. So, think of it as a small investment toward a better network.

Prices will round to \$45.00, \$65.00, \$85.00, and \$105.00. With the new prices, we have also increased the bandwidth you receive, where it is technically possible. See our new website for the new tiers, and new pricing. <https://xroadsinternet.com/#service-plans>

If your experience is still lacking a bit, maybe you would like to try for the next level of user experience? If so, call us at 731-472-2012.

Finally, our new office hours will also begin January 1, 2022. They will be from 8:00 am-4:30 pm Mon-Friday, instead of 8-5, but you can still contact us after hours via Facebook Messenger.

Thank you and Merry Christmas!

Sincerely,

Jeff Capshaw & The Crossroads Team