



Frequently Asked Questions (FAQ) — Stratus integration of iFiber

1. What exactly has changed with the recent acquisition?

With the recent acquisition, iFiber has become a part of Stratus Networks. While our name and ownership have changed, our commitment to serving our customers remains steadfast.

2. Will there be any changes to the products/services I currently receive?

There are no changes to the products/services you currently receive. We will continue to provide the same level of quality and support that you've come to expect. An important benefit that Stratus brings to iFiber customers is our full suite of communications solutions, including internet, voice and cloud connectivity, now all easily delivered over the iFiber fiber optic connection that is in place at your locations today.

3. How will this acquisition impact my existing contracts or agreements?

Your existing contracts or agreements will remain valid and will be honored according to their terms. If there are any changes or updates in the future, we will communicate them to you in advance.

4. Who do I contact for technical support?

Starting immediately, Stratus' world-class Network Operations Control Center (NOCC) will be taking over support for all iFiber customers. Of course, the Stratus NOCC team will be working closely with iFiber for some time to insure that there are no gaps in service or information as it relates to the customer's experience.

Stratus' NOCC phone number is 866.822.2246 and Email address is noc@stratusnet.com.

5. Will there be any changes to billing or payment processes?

Starting with the next bill, iFiber customers will be moving to Stratus' billing platform. Stratus is working to ensure that there is no change to product names, rates or any other terms that are currently on customer bills. One potential change is that Stratus bills monthly. Your Stratus account team will be reaching out to you within the coming days to discuss our billing platform to help insure a smooth transition.



6. Will there be any changes to the contact information for customer support or sales inquiries?

Yes, your Stratus account team will be reaching out to you within the coming days to introduce themselves and do everything they can to insure a smooth transition to Stratus.

7. Is there anything else I need to know about this acquisition?

Please note that iFiber and Stratus Networks have been strategic partners for almost a decade, and as a result our teams are extremely well versed on our respective processes and technologies. Even still, we understand that transitions like these can raise questions and uncertainties. Please know that we are committed to making this process as smooth as possible for you. If you have any additional questions or concerns, please don't hesitate to reach out to us.

We appreciate your continued support and look forward to serving you as a part of Stratus Networks.

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