



Robert J. Munnelly Jr.

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BY EMAIL AND FIRST CLASS MAIL

August 8, 2019

Luly E. Massaro, Clerk
Rhode Island Division of Public Utilities and Carriers
89 Jefferson Boulevard
Warwick, RI 02888

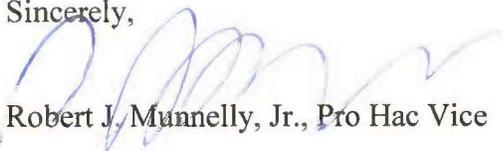
Re: Docket No. D-17-42 - Service Area 5 Cable, LLC CATV Certificate – Notice of Certificate Holder’s Upcoming Doing Business As Name/Fictitious Name Change

Dear Ms. Massaro:

Certificate holder Service Area 5 Cable, LLC (“Company”) hereby provides courtesy informational notice to the Division of Public Utilities and Carriers (“Division”) of its intent to change its doing business as/fictitious name from Full Channel Cable to i3 Broadband, consistent with Company affiliate operations in other jurisdictions. The change is planned to become effective as of Thursday, August 15, 2019. Customers already have been notified of the impending change and signage on Company buildings and vehicles has already been changed. Relative to the manners in which customers or consumers will access the Company, customer service telephone numbers are remaining the same and consumers will be able to access Company websites either under the new i3 Broadband name or the existing Full Channel Cable name for the indefinite future. (A copy of the Company’s FAQ given to customers is attached for your information.)

Please contact the undersigned if you have any questions.

Sincerely,



Robert J. Munnelly, Jr., Pro Hac Vice

RJM/jmc

Enclosure

cc: Thomas Kogut, Associate Administrator



Full Channel is now i3 Broadband!

Dear Valued Customer,

We are excited to announce that effective August 15, 2019 Full Channel will change its name to i3 Broadband! You will continue to get the same high-quality local service and support that you've come to expect under the new i3 Broadband name.

Whether you are a residential or commercial customer, your account and services will not be impacted by the name change. You can continue to access your account with the same login information and continue utilizing your current Full Channel email address.

While we will now be known as i3 Broadband, our goal remains the same, to be the leading broadband internet, TV, and phone provider in the East Bay. i3 Broadband was recently awarded the *Number 2 Fastest Internet Provider* by BroadbandNow!

We have exciting new products and services on the way, including faster internet speeds - stay tuned!

Please see the back of this letter or visit <https://i3broadband.com/faq/> for FAQ's. If you have any additional questions, please contact us at (401) 247-1250, or stop by our local Warren office at 57 Everett Street.

Sincerely,

MATT TORRENTI

Matt Torrenti
General Manager





FAQs

Has Full Channel been sold?

No, Full Channel has not been sold. Full Channel transitioned into new ownership back in January 2018. While the name will change to i3 Broadband, the ownership remains the same.

How will the change to i3 Broadband affect my current account or service?

The name change will have very minimal impact on your account and the current services you have. In the near future, we'll be launching additional product offerings that we'll be able to offer you.

Will I still be able to access the Full Channel website?

Effective August 15, 2019 when the company name changes to i3 Broadband, www.fullchannel.com will automatically re-direct customers to www.i3broadband.com. While the website name will change, the customer experience, navigation, and information will be exactly the same as the current Full Channel website.

Will my Full Channel email address remain?

Customers who have a current Full Channel email address will be able to continue utilizing that email address.

When I pay my monthly statement, who do I make the check payable to?

Beginning September 2019, customers who come into the office to make a payment via check or physically mail a check, we ask that you make the check payable to i3 Broadband. However, in the event a check has already been sent prior to the September date, checks made payable to Full Channel will still be accepted.

Will your office location change?

No, our office will remain at 57 Everett Street in Warren.

Will your phone number change?

No, our phone number will remain the same (401) 247-1250. Our call center will remain open Monday - Friday from 8:30AM - 8:00PM and Saturday from 8:30AM - 2:00PM.

Will lobby hours for payment change?

No, our lobby hours for bill payment will remain the same, however, we do have a drop box for after hours and automatic payment can be set-up for all customers:

Monday	8:30AM - 4:30PM
Tuesday	8:30AM - 4:30PM
Wednesday	8:30AM - 4:30PM
Thursday	8:30AM - 7:30PM
Friday	8:30AM - 4:30PM
Saturday	8:30AM - 2:00PM
Sunday	CLOSED

