



Click! & Rainier Connect Partnership



What can I expect as the discussions progress?

Announcing partnership to customers

- Message sent in bills and by email
- Coordinated partnership message with Click! and Rainier Connect



What can I expect as the discussions progress?

- Joint community messaging-including summer movies in the park, joint efforts with Tacoma Metro Parks, Rainier Connect, and Click!
- Other joint community messaging under discussion as opportunities arise



What can I expect as the discussions progress?

- Community announcement and press releases
- Click! and Rainier Connect teams working closely to maintain consistent, clear messaging



What can I expect at transition?

- All services currently offered will continue to be offered
- No changes or interruption to current services
- Click! Purple Perks is a value to customers and remain as a program offered by Rainier Connect



What can I expect at transition?

- We are working with Click! to identify other programs important to customers
- Website welcome with redirects, including forwarding of email requests and webforms



What can I expect at transition?

- Phone will have custom greeting welcoming Click! customers
- Frequently Asked Questions web page
- Community announcements and news release



What can I expect after the transition?

- As billing transitions, messaging will include bill pay options:
 - In-person, Tacoma and other south sound locations
 - By mail, Online, and Auto-pay
 - Bill message will include,
“How to read my bill” instructions



What can I expect after the transition?

- Bill will come from Rainier Connect
- We have a local office to assist customers in person and 24/7 support available by phone
- Consistent upgrades to the network, including speed upgrades and new products as they come to market



What can I expect after the transition?

- Rainier Connect currently offers residential customers cable modem speeds up to 500 mpbs, fiber speeds up to 1,000 mpbs, Stream TV, and phone services
- Single provider for all communication services-Internet, Cable TV, and Phone

