



Rate Changes – February 1, 2026

Notification Date: January 1, 2026

TPx continues to enhance our collaboration, connectivity, networking, and cybersecurity services to support your business. From time to time, adjustments to certain rates are necessary to account for increased underlying costs, including infrastructure, labor, and vendor changes.

We work proactively to limit the impact of these adjustments and to help you get the most value from your TPx services. If you'd like to discuss your company's needs or explore other options that may be a better fit, your TPx Account Manager is ready to help.

Rates for a subset of TPx services and other charges will change on or after February 1, 2026, subject to regulatory approval where required.

Impacted Services

Service	Increase
Ethernet Fiber, High Speed Internet Access, Cellular & Fixed	5%
Hosted PBX	10%
SmartVoice, Virtual Fax, Toll Free, Usage Bundles, Other Voice Features	15%
Connectivity Features	15%
Colocation Services (Space, Power, & Connectivity)	15%

If you have any questions, please contact your TPx Account Manager. For support-related needs, please visit <https://www.tpx.com/contact-us/contact-support/>

To help you plan ahead, we've prepared answers to common questions about the upcoming rate adjustments.

Why are rates changing?

From time to time, TPx adjusts rates to address increases in underlying costs, including network infrastructure, labor, security requirements, and vendor pricing. These adjustments allow us to continue delivering consistent, reliable performance across your TPx services.



When will the new rates take effect?

The updated rates will apply to services billed on or after **February 1, 2026**. You'll see these changes reflected on your February invoice.

Will this impact my contract?

These updates follow the notification process outlined in your service agreement. If you have contract-specific questions, please reach out to your Account Manager for clarification.

Who can help me understand my options?

Your TPx Account Manager will gladly assist if you'd like to review your services or explore alternatives that may be a better fit for your needs. For general support inquiries, please visit <https://www.tpx.com/contact-us/contact-support/>

How is TPx helping reduce the impact of these changes?

We continuously negotiate with vendors, optimize infrastructure, and streamline operations to minimize cost increases wherever possible. Our goal is to keep your services reliable, modern, and cost-effective.