

# Bertram Fiber – Baileys Harbor Update

Dear Baileys Harbor Resident,

Thank you for your continued patience as we work to bring fast, reliable fiber internet to your community. We know this has taken longer than expected, and we want to share where things stand and what comes next.

## Why Work Was Paused

As the project progressed, we found that some work was incomplete, undocumented, or didn't meet our quality standards. In some areas, restoration was not finished, and tracking of work was unclear.

To move forward with confidence, we made the decision to pause, reassess, and document everything properly before completing the final steps.

## What's Happening Now

Starting the week of July 21, our crews are conducting a full field audit in Baileys Harbor:

- Verifying fiber and conduit placement
- Documenting progress at each address
- Identifying any missing or incorrect work

Crews will be wearing Bertram-branded clothing and driving marked vehicles. Once the audit is complete, we will resume drop installations and begin activating service.

## What This Means for You

- You signed up but don't have a drop yet: You're in our system. We'll contact you after the audit to schedule your install.
- You have a drop but no active service: You're almost there. We'll begin activations shortly after the audit wraps up.

- You requested a drop only: You'll still receive it. If you want to activate service, you're eligible for promotional pricing.
- You had a drop installed but chose another provider: We'll waive the drop fee. The fiber line will remain in place for future use.

## Promotional Pricing – Baileys Harbor Exclusive

Valid through November 31, 2025 with a 2-year agreement:

- 300 Mbps / 300 Mbps – \$29.99/month
- 1 Gbps / 1 Gbps – \$59.99/month
- 8 Gbps / 8 Gbps – \$189.99/month

If you already signed a 2- or 3-year agreement, you're eligible — just call or email to confirm pricing.

If you signed a 1-year agreement, we'll need a quick update to a 2-year term.

Please do not sign up again online. Just call or email us directly and we'll take care of everything.

## Long Driveway? No Problem.

If your driveway is over 300 feet, you may qualify for our No-Cost Direct Bury Option.

- We use direct-bury-rated fiber for the full length (no conduit required)
- This keeps installation free and gets you connected faster
- You'll need to sign a simple waiver — and the option is only available for active service customers

## Office Hours & Support Availability

Sales, Customer Support, and Tier 2 Technical Support:

Monday–Friday: 8:00 AM – 11:45 AM and 12:15 PM – 5:00 PM

Tier 2 Support continues until 7:00 PM

Saturday (Tier 2 Support only): 9:00 AM – 1:00 PM

Technical Support – Tier 1 & Bill Pay (Available 24/7):

Tier 1 support is available around the clock for basic troubleshooting and bill payment assistance.

Please note: Tier 1 cannot assist with billing questions, project updates, construction timelines, or scheduling. These types of requests are handled during business hours.

## Questions?

Call: 920-351-1023 (select the Fiber option 4)

Email: [bhinquiries@bertramfiber.com](mailto:bhinquiries@bertramfiber.com)

We appreciate your continued support and look forward to bringing you the fast, local service you deserve.

Sincerely,  
The Bertram Fiber Team