

Dear Valued Mountain Customers,

We want to sincerely apologize for the recent delays with the Mountain Fiber Project. We understand how important this service is to you and your community, and we genuinely appreciate your ongoing patience and understanding.

Project Back on Track

We are pleased to share that the project is now moving forward. We've officially partnered with **Essentia Inc.** as our **new Prime Contractor**, and they are already hard at work helping us assess and rebuild project momentum.

Unfortunately, due to inaccurate mapping and poor documentation from our previous contractor, we have had to pause activations and step back to conduct a full field audit. This audit, being carried out by Essentia Inc., is crucial to verify the location and condition of the existing infrastructure, helping us prevent future errors and ensure precise construction.

What This Means for You

- The **field audit began this coming week** and is expected to take approximately **2–3 weeks** to complete.
- Once the audit is finalized, Essentia crews will **immediately begin placing service drops** and initiating **customer activations**.
- We have full confidence in Essentia's capabilities—they are already making great progress. However, we needed to ensure all the proper documentation was in place **before they started building on faulty information**.

Keeping You Informed

To keep you updated on every step of the process:

- **Weekly project updates** will be posted going forward.
- Each week we will start sending **direct email updates** to all customers who have signed up for service.
- These updates will include **location-specific status information** so you know exactly where we are and what's coming next.

Additionally:

- The **Town of Mountain** will receive a **login to our project dashboard**, which will show **real-time field audit progress** and weekly updates on the **roads being worked on and completed**.

We are committed to full transparency and clear communication as we move through the final phases of this project.

Thank You

We understand delays are frustrating, and we share your sense of urgency. Rest assured, we are now on firm footing, working with a trusted contractor and making tangible progress. We're closer than ever to delivering high-quality fiber internet to your homes and businesses—and we couldn't have achieved this without your patience and support.

We wish you and your families a safe and **happy Labor Day weekend**, and we look forward to sharing more positive updates very soon.

Warm regards,
The Bertram Communications Team