

Dear Residents of Clay Banks,

We're excited to share continued progress on the Clay Banks Fiber Project and would like to provide you with this week's update.

Following a meeting with the Town of Clay Banks this morning (**October 2**), we've agreed to transition to **biweekly updates**. This schedule will give our engineering and construction teams more time to advance the drawings, finalize the design, and make visible progress in the community. It will also allow us to provide more detailed and meaningful updates with each communication.

As always, we remain committed to keeping you informed every step of the way.

Current Progress

In September, our team completed the field audit, a critical step for the project. This was a major undertaking that provided us with a complete and accurate map of what has been installed and what still needs to be done.

The results of the audit now allow our engineering team to move forward with detailed design work, including mainline fiber placement, MST (multi-service terminal) placement for customer drop connections, and final splicing diagrams to tie customers into the HUB.

Fiber Drop Installation Underway

We had anticipated that fiber drop installations would begin this week. However, due to some communication issues and minor hiccups, this work will officially restart next week.

Preparing Your Property for Fiber Installation

As fiber drop installation begins, residents will be contacted either by our construction team directly or through an automated phone system using a Bertram Communications phone number.

Here's an **example** of the message you may receive:

** “Hello, this is Bertram Communications. We’re excited to let you know that within the next 10 to 14 days, our contractors will be in your area to complete the outside work for your new fiber service. This includes placing the drop conduit and fiber from the public right-of-way to your home, as well as installing the network box on the side of your house.

Locate tickets have already been submitted through 811 / Diggers Hotline, so other utilities will also mark your property. We kindly ask that you mark any *private utilities* on your property, such as sprinkler systems, underground pet fencing, well lines, or propane lines. This helps protect your property and ensures everything goes smoothly.

If you miss this call or don’t respond, don’t worry—we will still stop by to complete the work. By default, fiber drops are typically placed along the same path as existing utilities, as this is usually the shortest and most practical route. We understand this may not work for everyone, and if you have concerns, please let us know.

Once the fiber drop to your home is complete, we’ll contact you again to schedule the next phase: your in-home installation.” **

If you receive an automated call, you’ll have the option to press 1 to be connected directly to someone on our construction team, or leave a message with your concerns. If we don’t hear back from you, we will assume you are comfortable with the work proceeding.

What to Expect Before Work Begins

Utility Markings & Locate Process

Once locate requests are submitted to **Digger’s Hotline (811)**, utility companies have up to **96 hours** to either mark their lines by clearing, flagging, or painting the designated areas on your property — or notify us if additional time is needed.

On the **last day** of that or after that **96-hour window**, you’ll receive an automated phone call notifying you that work will begin sometime within the **next 10 days**.

If you'd like to speak with someone directly, press **Option 1** during the call to be connected with a team member.

In some cases, the local incumbent telecommunications provider may choose **not** to mark their drop lines. If they clear the locate ticket without marking their facilities, responsibility for any

resulting damage falls to them. While our crews will do their best to avoid unmarked lines, we cannot be held liable for damage to infrastructure that was not properly identified.

Private Utility Reminder

Homeowners are responsible for marking any private underground utilities before work begins. This includes:

- Irrigation systems
- Invisible pet fencing
- Landscape lighting
- Private electrical lines
- Water or well lines
- Septic systems
- Propane lines

Crew Identification & Safety

All Bertram field crews wear yellow high-visibility shirts marked with Bertram Fiber. These identifiers are in place to help you recognize our teams and ensure your peace of mind as we work in your area.

Thank you for your continued support as we bring high-speed fiber to your community!

Warm regards,
The Bertram Communications Team