

Subject: Baileys Harbor Fiber Project – Weekly Update**Dear Residents of Baileys Harbor,**

We're excited to share that excellent progress continues on the Baileys Harbor fiber project! Our teams are hard at work bringing fast, reliable fiber internet to your area, and things are really moving along. We'll be keeping you in the loop with regular updates as the project advances. Our goal is to send updates **bi-weekly**, though timing may vary slightly depending on construction milestones and when new information becomes available.

Current Progress**Fiber Splicing Case Audit**

This week, our fiber splicing engineers continued auditing fiber cases to identify and repair weak or damaged fibers that were producing low-light spans. The audit is approximately 90% complete and will continue through the weekend into next week. This is a critical step in preparing the network for customer activations beginning soon.

Fiber Distribution Center (FDC) Work

The Bertram engineering team, together with Essentia, reset the Fiber Distribution Center to a clean, organized state following previous contractor work. This reset ensures that activations can begin smoothly, and installations will be ramping up steadily over the next couple of weeks as crews increase activity across the area.

Preparing Your Property for Fiber Installation

As fiber drop installations ramp up, residents will be contacted either by our construction team directly or through an automated phone system using a Bertram Communications phone number, and an email.

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