

Congratulations Orland, Fidium Fiber is almost here! The build project is off and running as of April 14<sup>th</sup> and you've probably noticed the trucks and crews stringing lines around town. So far, we have completed almost 20% of the build including placing and splicing new fiber optic lines. We hope to have the construction of the new network completed by the end of August, or sooner! This is a great time to take a look at some of the Fidium offerings, such as our speeds, and other available options, such as Voice over Internet Protocol telephone service (VoIP) and streaming service partners. Fidium is the people's fiber provider, offering symmetrical multi-gig speed internet service and an exceptional customer experience. A few helpful questions have been listed below with the appropriate answers:

### **How do I sign up for service?**

- Customers who are interested in becoming a customer can sign up at [FidiumFiber.com](https://www.FidiumFiber.com) to pre-order. This step is more of a “show of interest” rather than actually ordering any services. At this point there is no commitment to service as that is a completely different step, in a later process once construction has been completed! Residents can sign up for Expedited Installation (recommended if you want service) at this time by providing a name, email address, and phone number.
  - Providing customer contact information allows Fidium to contact you once the service is available for sale, typically once construction is complete.
  - Signing up for Expedited Install allows Fidium to conduct outside prep work to enable a faster installation. What is Expedited Installation? We will run a fiber line from the road to the outside of your home or business, following the path of current utilities. We will attach a small box to an exterior wall next to existing utilities, which enables future fiber internet connectivity inside. You do not have to be present for this work to occur, but we'll do our best to contact you before we arrive as a courtesy.

### **Once the network has been completed, how do I actually order service?**

- Once customers have been notified that service is now available, they can order service at <https://www.FidiumFiber.com> where their desired speed tiers and other options, such as VoIP telephone service and streaming options, can be selected. Customers can also use 1.888.520.3110 to order service.
  - Any current customer of Consolidated Communications should not use the website. They should call in to order service as one service is being shut off while the other is being turned on. If customers use the website, it will take them through all of the prompts and then ask them to call in.

### **How much does the install cost me?**

- Typically, there are no installation fees for aerial service when an order is placed. Fidium needs a path from the pole to your building in order to install the new service. As long as a path exists customers will not generally see installation costs. No two

installations are alike and this is a generality as some extenuating circumstances might involve a cost.

**My services are buried, how will that work for me if I order service?**

- Underground installations require the same “path” from the pole to the building as we would need for aerial service but using a conduit instead. If an existing conduit is present, and it is large enough to support the placement of the new fiber drop, then there is typically no charge for the installation. In some cases, the conduit has not been placed for the entirety of the “path” from the pole to the building. In those cases, a new path will be needed in order to provide service.
  - Currently, and subject to change, Fidium will place up to 2000 feet of conduit at no cost to the customer measured from edge of right-of-way to point of demarcation on the building. This path must avoid obstacles such as ledge, tress, and water ways. If the measured length is greater than 2000 feet, the customer will need to provide the entirety of the path from the pole to the building. Conduit path and scope of work will be reviewed during a site walk and prior to any work commencing.
    - Placing conduit has several dimensions of work before the conduit can be placed such as marking the proposed route, calling for Dig Safe before scheduling the work. Given these restraints, installation can be delayed beyond our normal service intervals for installation.

**Will Fidium do any marketing in our community to let people know the product is available?**

- Local advertisements and direct mail material will be used to help alert residents of the availability of Fidium fiber. In some cases, Direct Sales Representatives or DSR’s are used to knock on doors to help inform residents. DRS’s are required to have Fidium identification that can be provided upon request.