

July 25, 2025

Subject: Fiber Project Update – Summer Activation Progress
To: Town of Clay Banks

Dear Town of Clay Banks,

Thank you for your continued patience and support as we work through unexpected challenges related to the fiber internet project in your community. We remain fully committed to activating customers this summer and would like to provide a detailed update on our status and next steps.

New Contractor & Field Progress

We are excited to announce that **Essentia Inc.** has officially become one of our new fiber contractors. They have already begun work behind the scenes by conducting **field audits** and calling in **utility locates** for the area.

Although you might not see a physical crew at Clay Banks this week, it's important to note that this is because the fiber design had to be completely redone, as the previous contractor did not provide a complete or usable design to Bertram. Consequently, the field audit currently underway is crucial for laying the groundwork for accurate and efficient drop placements.

Essentia's focus this week is on completing these critical pre-deployment steps so they can begin scheduling and installing fiber drops with residents in the coming days.

Drop Crews Returning

Along with Essentia's progress, our drop crews will resume work soon. They will be wearing **Bertram Fiber** shirts, and their vehicles will be marked with **Bertram Fiber** decals for easy identification. Their duties will include:

- Calling in locate tickets to ensure safe underground work
- Contacting customers directly to schedule drop installations
- Walking the area to complete detailed field audits of completed work and remaining tasks to ensure accuracy and accountability

We are committed to keeping you informed and will continue providing updates as we receive them.

HUB Location Status – Hornspier Driveway Update

Work at the HUB site had been temporarily halted due to pending driveway modifications. We're happy to share that we've reestablished contact with the **landowner for the Hornspier fiber hub**, and he is currently working on obtaining a **county permit for a culvert**. Once the permit is secured, our contractor, **Myhre Construction**, will proceed with installing the driveway and will immediately start construction of the HUB infrastructure.

Project Momentum & Commitment

As we clear these final hurdles, all other project materials are prepared and ready for deployment. Our team is actively coordinating with necessary crews and contractors to ensure a smooth restart. We continue to prioritize **drop placements at homes** in the meantime so that activations can proceed promptly once the HUB work resumes.

Despite these unforeseen delays, we are still on track to activate residents of the Town of Clay Banks this summer.

We have received questions about sending correspondence to all residents. We are working on the best way to do this, especially since not all residents have an email address on file. We will continue to update the town weekly with project progress.

We sincerely appreciate the community's understanding during this period. Your patience and support are greatly valued as we work to deliver a fast, dependable fiber network that will benefit Clay Banks for many years.

Sincerely,
James Bertram
CEO & President
Bertram Communications LLC