

Dear Clay Banks Residents,

We're excited to share that **great progress is being made on the Clay Banks fiber project**, and we'd like to provide you with the **first of our weekly updates**.

We recognize we are slightly behind on sending the customer emails we previously committed to. The good news is that **more members of our team are now fully trained** on our system, enabling us to send mass updates directly from our CRM going forward.

## Major Milestone Achieved

We're pleased to announce that the **network HUB is fully installed and functional**. This is a major accomplishment that sets the stage for what's next. Now, once fiber is pulled and a drop is placed at your home, we can **immediately begin customer activations**.

## What's Happening Now

- We've recently experienced some delays with utility locating through **Digger's Hotline**, which has slowed our momentum. However, we've since **secured an additional locating partner** who will begin work shortly. This should **significantly reduce wait times** and allow us to proceed more efficiently.
- Our new **Prime Contractor, Essentia Inc., has hired multiple drop crews**, and we're pleased to confirm that **Clay Banks will have a dedicated crew assigned** exclusively to your area.
- **Next week**, we will be meeting with Essentia on **Tuesday** to finalize the schedule. A follow-up update will be sent immediately after that meeting with **specific dates for when drop work will begin**.
- **Starting next week**, you can expect phone calls from our team to:
  - **Schedule your drop installation**
  - **Coordinate private utility locates** on your property

## Tracking & Communication Tools

We're also providing the **Town of Clay Banks with access to our project dashboard**, which will allow them to view drop progress in real time. Additionally, each weekly customer update will include a list of **roads scheduled for work the following week**, so you can stay fully informed.

## Identification & Safety

As a reminder, all field team members will be wearing **yellow high-visibility Bertram Fiber shirts** for easy identification.

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We sincerely appreciate your continued **patience, support, and partnership** during this buildout. With the HUB now in place and crews mobilizing, **momentum is building**—and the best is yet to come.

We're moving and grooving—Clay Banks fiber is on the way!

**Warm regards,**  
**The Bertram Communications Team**