

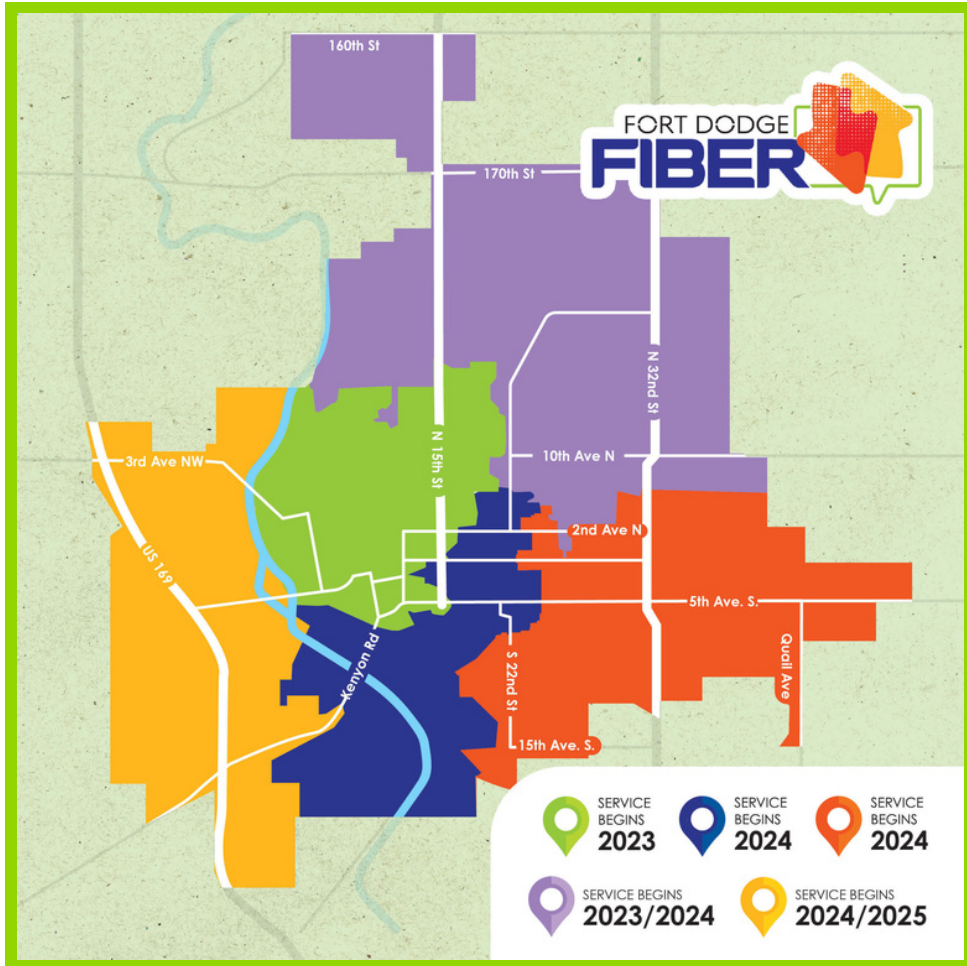
OCTOBER 2023 NEWSLETTER

Progress so far..



Fort Dodge Fiber has had a very busy construction season and we are pleased to have over 150 happy customers and seeing more registrations coming in each day! We are approaching 6,000 registrations and we appreciate the excitement and eagerness from Fort Dodge residents and businesses waiting for their turn to receive their FREE fiber drop and get on the schedule for installations.

Over 871,000 linear feet of conduit and over 1,694,601 total linear feet of fiber has been laid in the current network design. **That is over 320 miles!** This is a huge undertaking, and we are proud that fiber drops are currently happening in cabinets 17, 19, 25, and 29 (Green Zone). The next cabinets we will move into for fiber drops are 27, 24, 15, 16, 26 (Green Zone) and 21 (Purple Zone). Construction will continue until the ground freezes and we will get as far into Zone 2 as we can this year. In order to expedite the pace of construction in some cabinets, contractors will begin to place conduit from the main line to grey utility boxes (NIDs) on the site of residents homes. The goal of this process is to allow our technicians to perform service installations over the winter months by using existing infrastructure. Once a resident's home or business has an active fiber connection, Fort Dodge Fiber staff will contact the property owner to set up a service installation appointment.



View our construction map and timeline at: fortdodgefiber.com/process

- No Contracts
- Unlimited Data
- Local Service



What is our community saying?

Got our fiber hooked up last Friday! Nate did a great job! He is a super nice guy, very friendly. Everything was perfect when left!

I have it currently and the service has been great so far. The price stays the same and never goes up!

“We haven’t had any problems at all and no buffering; which is AWESOME!!!”

Loving it! Huge upgrade from what we had before! We are telling all our friends about it!! Very well worth it!!

Add Worry-Free Wifi for \$10/mo!

Control your entire network with the Customer Network Management App

- Monitor your internet performance.
- View what devices are currently using your network.
- Turn off/on access for specific devices and take control of screen time.
- Improved technical support allows our technicians to remotely navigate your gateway for trouble shooting if needed.
- Ability for technician service call without charge if you experience connection issues with our equipment.



+ One Wi-Fi Extender for enhanced coverage.

Why do I need a site survey?

A site survey is where our technicians, Patriot Communications, will come to your property to come up with a plan to bring the fiber to your home and where the connection and ONT will be placed inside the home. This step needs done before the fiber drop so we know what route to take.

When can I get my install?

After the Fiber drop is completed, you will receive a phone call from our Customer Experience staff to confirm your service plan and schedule your installation.

How much do your plans cost?

Our residential internet rates start at \$75 /mo. and our landline telephone starts at \$20 /mo. A full list of our services and pricing for both residential and business can be found on our website. Need assistance with your internet bill? Please look into the Affordable Connectivity Program at www.GetInternet.Gov

What is a fiber drop?

A fiber drop will take place some time after the site survey is completed. This is where our contractor, TekLink, will come to your property with a vibration plow to bring the fiber from the side of the street, up to your home or business. This fiber line will be located 12-18 inches under ground and you do not have to be present during this step. Some areas close to downtown will be aerial due to the amount of concrete. If your fiber drop is underground, you may notice some yellowing of your grass; with watering this area, you will see it will go back to it's original look.

How can I change my plan?

If you have not received service yet and would like to change the plan you originally registered for, give our Customer Experience Center a call and we can change that on your account. If you have active service, visit your online customer portal and you can change it right there in the comfort of your own home.