

Construction Announcement



Truestream Update

By Julie Bailey

▶ Boyne Service Area— We're looking at you!

We're happy to announce Phase I construction plans for our fiber network starting this spring in parts of our Boyne service area, which primarily covers rural areas in Charlevoix and Antrim counties.

The construction, which we anticipate will progress in three phases, will expand the availability of high-speed Truestream fiber internet and voice services to our members.

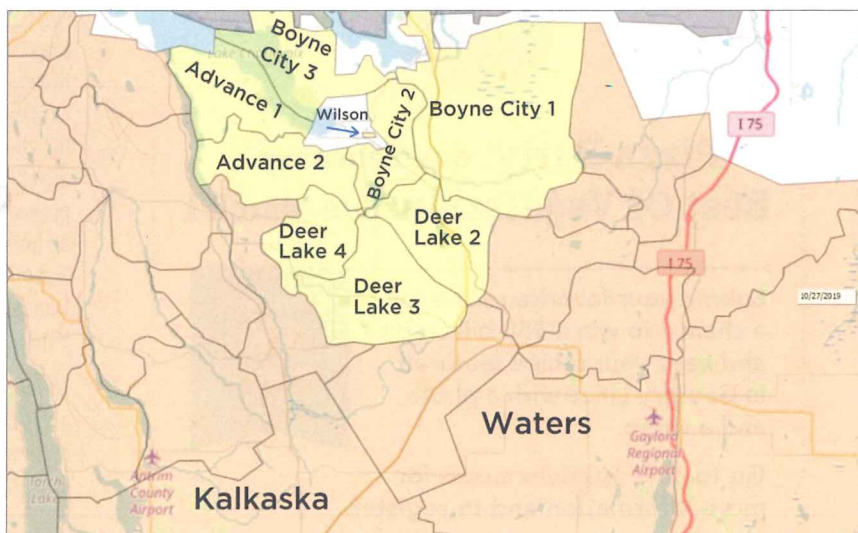
The Boyne service district was selected due to having the highest amount of pre-registrations on jointruestream.com.

The fiber network delivers speeds up to 1 Gig (symmetrical for upload and download), massive bandwidth, unlimited voice services, no data caps, and no contracts—allowing residents to work from home and have access to online education, in addition to streaming, gaming and much more. The service will also be available to businesses.

In 2020, the Great Lakes Energy Board of Directors may consider expansion into other phases of the Boyne service district, as well as studying to determine expansion into a third district. The expansion will depend in part on demand through pre-registrations on jointruestream.com

Along with the decision to expand into the Boyne service area, Great Lakes Energy's Petoskey service area will move out of the pilot phase as network construction and in-home installations continue. Nearly 1,400 Great Lakes Energy members in the Petoskey service area are currently enjoying Truestream's services, some experiencing a high-speed internet connection at home for the first time.

Construction of the fiber network is a labor-intensive process and will continue in phases through 2020 and beyond. Free installation is currently available for Great Lakes Energy members who register interest. Free installation for southern Emmet County will soon expire,



and those in that area are strongly encouraged to return their service paperwork as soon as possible to take advantage of this offer.

Please visit jointruestream.com to register your interest and to see the project status by area.

Petoskey Service Area Phase 2

If you live in our Petoskey service area, you're getting a makeover on jointruestream.com!

As we learn and grow, we have realized a change is needed. Our Truestreamers have pointed out areas that we're doing great in, as well as areas where we could improve, and we've listened.

So...drumroll please...we are dividing the Petoskey Phase 2 area up even more!

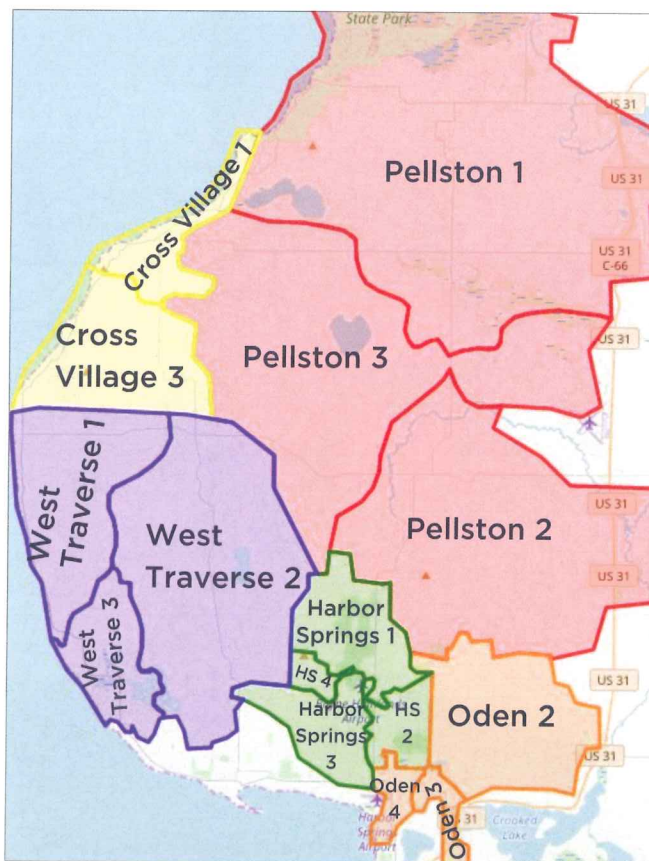
By doing this, we'll be able to bring some excitement with a little friendly competition to return service agreements, as well as provide timely information regarding the construction and installation process. You keep asking us when we're coming to your area—well, now you'll be able to check the map and see the progress in your area!

Never fear, we'll be sending an email letting everyone who is already registered know what your new area's name is. And, we're going to let you in on a little secret. The Truestream areas designated on the map on jointruestream.com are not named based on the surrounding township or city/town in that area. They are named based on the substation that provides electricity to that area—kinda boring, we know.

If you're in West Traverse 1, 2 or 3 or Harbor Springs 2 or 3, you received an email with the service agreement packet in December 2019. The agreement came from SignNow on behalf of Truestream. The site plan portion of the packet will need to be printed, filled out, and returned by taking a picture or scanning and emailing it to service@truestreamfiber.com. You can also drop it in the mail. Please return all signed documents within 60 days.

Service agreement packets for the remaining Petoskey Phase 2 areas will be sent in the coming months.

To view new areas, along with progress, visit the Areas tab on jointruestream.com!



Demand Demand Demand

We've mentioned that demand for our high-speed fiber and services is one of the key driving factors in deciding where to look to build next. If you are outside the Petoskey or Boyne service areas, where do you stack up? Here is the current demand as of December, 2019:

Wayland — 1,386	Reed City — 1,041
Waters — 1,336	Kalkaska — 991
Newaygo — 1,265	Scottville — 969
Hart — 1,107	

If you haven't registered your interest already, visit jointruestream.com. Be sure to share with your friends, family, and neighbors, encouraging them to register their interest as well. Your area could be considered next!

