

Important >>>

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JUL 05 2023

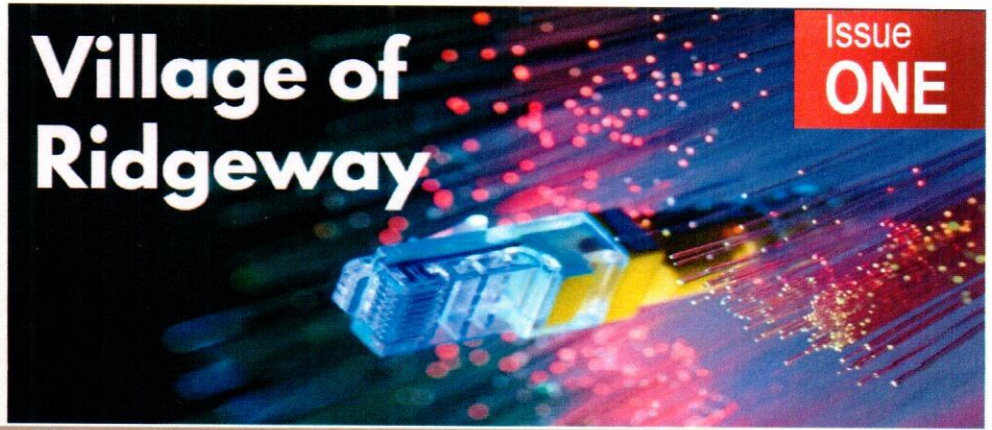
Fiber Construction Starting Soon Village of Ridgeway

Please complete the MyFiber Network Form

located at www.mhtc.net at the top of the page. It

is important to complete this form as soon as

possible, before the construction starts.



Keeping you up to date on upgrades in your area.



On location



Village of Ridgeway- Phase 1 >>>
View map at mhtc.net/fiber-process



GREAT NEWS! We are bringing fiber to your neighborhood in the Village of Ridgeway! Fast and reliable fiber Internet will be coming to your home. There are many steps in the fiber construction process. Engineering is currently working on the plans for your area and actual construction should start soon.

We will keep you updated at the link www.mhtc.net/fiber-process To view fiber pricing, you can visit www.mhtc.net/lightup. Here you will find fast, symmetrical speeds at affordable rates. Should you have any questions, simply call our office at 608-437-5551.

Making great upgrades with Fiber Optic!

Information on the fiber construction process for the Village of Ridgeway, phase 1 can be found mhtc.net/fiber-process. Check the page any time to check on the progress. In the meantime, please complete the MyFiber Network Form at the top of www.mhtc.net

Work is scheduled to begin soon.

MHTC will be upgrading facilities in your area with fiber optic cable. The new cable facility will support the latest broadband services including Internet, TV and Phone service. This cable upgrade is being provided to existing locations in this phase 1 area at no charge. Mainline cable will be placed by plowing and directional boring methods.

Follow the construction process for Village of Ridgeway at mhtc.net/fiber-process

to minimize digging and disruption of lawns and landscaping. Buried service lines to homes will, for the most part, be placed with a small drop "plow", which cuts a narrow slit in the sod to allow service cable placement at 12"-15" soil depth. Where trees, gardens, and other obstacles prevent standard cable plowing, the directional boring process will be used. Digging will occur at existing service

pedestal locations to accommodate the new fiber optic cable. You may also see preliminary activity near your home and yard as existing buried utilities are flagged and as MHTC personnel and cable crews prepare for the fiber optic cable placement and splicing operations. If you have special features in your yard, a private buried sprinkler system, underground wires for

sheds, yard lighting, or invisible dog fence, please call the MHTC office 608-437-5551 or **complete the "MyFiber Network" form located on our website at www.mhtc.net** at the top of the homepage. Please also call us if you have any questions about the the placement of MHTC's fiber optic service to your home and we will be happy to discuss the process.

Being smart >>>

What can MHTC Fiber do for me and my home?

Besides being essential for a healthy diet, fiber can be essential for living in today's high tech world as more and more homes become smart homes and everything is connected.

Smart Homes

What is a Smart Home? A "smart home" is a residence equipped with multiple devices that automate tasks. For many, the initial reason behind creating a smart home is the potential to save energy and money with automated heating and air conditioning systems.



Smart Kitchens

Have you bought a new kitchen appliance recently? New ovens, refrigerators, dishwashers and even crock pots can all connect to the Internet now making our family lives a little easier by saving time and energy.

Wherever you are, you can now remotely connect with your devices. These smart appliances are changing the way we eat, cook and live. It gives us more time to focus on making healthy choices. Plus it helps the environment by conserving energy and even saves money over time.



Security and Safety

Keeping family and property safe is always a priority. Smart homes excel when it comes to this by informing home owners of problems before they become disasters. Smart security systems, water and air sensors, smart locks and outlets are some of the ways we protect our homes. With MHTC fiber, you will be able to monitor your loved ones, your property and have peace of mind.



connection advice >>>

Fiber to the Home with MHTC The Technology of the Future

Homes and families will continually move towards getting more and more devices that will depend on a reliable and fast connection. MHTC's fiber to the home connections will be the technology needed to offer enough bandwidth to handle the futuristic demands and needs for home owners.

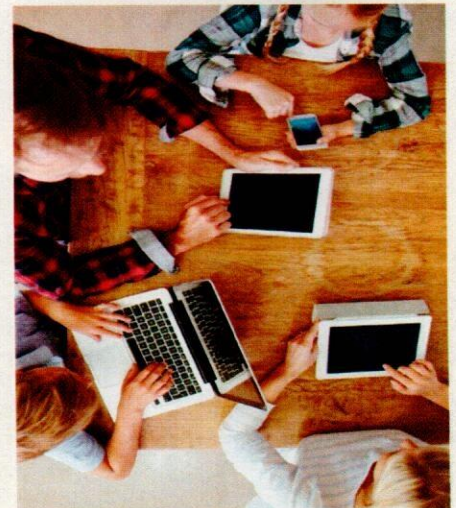
Exciting News for !

You have a reason to be excited as MHTC brings you the best connection with fiber optic technology.

Remember construction will be starting soon to get your home ready for the future! **Please complete the form "MyFiber Network" located at www.mhtc.net at the top of the page.** There you can let us know if you have a buried sprinkler system, private underground wires for sheds, lighting or dog fences.

For more information go to www.mhtc.net/lightup

By choosing MHTC's fiber for your connection, you are preparing your home and family for the future. As you add more devices and change the way you watch TV, you will need more and more bandwidth. With reliable speeds from 300Mb to 2 GIG for both downloading and uploading, your home and family will be prepared to grow with the technical world. For more information on MHTC's speeds and pricing, please call 608-437-5551 or visit www.mhtc.net/lightup





Recently you may have received a direct mailer stating that fiber is coming to your neighborhood. That is great news! Let's discuss the process that MHTC has to undertake to complete the fiber build.

Our goal is to bring you fiber service as quickly as possible. A lot of things impact our timing, though. Sometimes things can take longer than we anticipate.

Step 1 Design & Engineering: Before we can break ground in an area, we must first assess the system in place. It is important to determine the specific design needs of each area. The good news is if you have received our mailer indicating we are starting the fiber build, this step has been completed.

Step 2 Getting Ready for Construction: Before we can lay the fiber in the ground or bring in construction equipment, we must figure out where the existing underground utilities are—wires, pipes, water lines, and so on. We follow the required process for marking the locations ("locates") where each utility is supposed to be. This helps our construction crews when they are digging. You might see orange, blue, red, or yellow paint on sidewalks, streets, or even on your grass. Those are locating marks. At this time, we also ask you to complete the MY FIBER NETWORK Form located at www.mhtc.net at the top of the page or call (608) 437-5551 for assistance. This is used to inform us of any private underground buried facilities in your yard. A few examples would be LP gas lines, drain fields or dog fences. Please complete this form for our team prior to digging to avoid disrupting service.

During this step, the MHTC Engineering team is also securing the necessary Highway, DOT, County, Village/Township, and Environmental permits needed for construction purposes.

In addition to locates and permits we may have to seek private property access rights in some instances. Being an Eligible Telecommunications Carrier MHTC has permission by the state of Wisconsin to build our network in public rights-of-ways and easements in a particular jurisdiction. Where applicable, we must separately secure the rights to construct on private property, such as in a multi-family apartment building, in a gated community, or across a private road.

Step 3 Construction: During main construction, crews will be utilizing machinery such as trenchers, plows, backhoes, and boring machines to install "innerduct" along the construction route. The orange innerduct helps protect the fiber optic cable from potentially harmful environmental variables. Once the innerduct is in place, the crews can push, pull, or blow fiber in the innerduct. Remember that the construction work is disruptive. MHTC and its trusted contractors attempt to minimize disruptions during the construction process.





During the construction process, there will be ground that is disturbed along the route. The construction crews will be back to restore the ground. If you have a concern regarding the cleanup, please don't hesitate to email MHTC at myyard@mhtcinc.com or call (608) 437-5551.



Below are some items that can delay construction:

- 1) Weather
- 2) Permitting and Inspection Delays
- 3) Easements and Property Access
- 4) Material Delays
- 5) Unforeseen circumstances

Step 4 Service Drop to Home or Business: At some point during the construction process a "drop" crew will be installing a fiber service drop to every location in the defined project area. MHTC encourages all property owners to complete the MY FIBER NETWORK Form located at www.mhtc.net or call (608) 437-5551. The drop plow will be smaller than the equipment used for mainline construction. Picture #1 is one type of drop plow used to place fiber service drops to the home and/or business. During this process, the crew will install a new MHTC Fiber Network Interface Device (NID) similar to the left half of picture #2 below. If you have an existing MHTC copper NID, we will temporarily take it off the home and secure it until we install your new fiber service...don't worry, this is not the finished product. The finished product should look like the right half of picture #2. If you have any questions, don't hesitate to contact us.

To sign up for fiber optic service, please go to www.mhtc.net/lightup



Picture #1: Service drop plow



Picture #2: MHTC Network Interface Devices



Step 5 Splicing: Splicing follows the installation of the fiber in the innerduct. Splicing of optical fibers is a technique used to join two optical fibers. Splicing forms a bond between two fiber ends to create a continuous optical connection to a neighborhood area and/or specific location. Once the splicing is completed, the splicers will then test every connection to ensure the proper signal is transmitted and received to verify the network is 100% ready to go live.

Step 6 Installation: Once you have completed your application for MHTC fiber service, our AWESOME Customer Service Specialist team will be contacting you to schedule your installation appointment and the services you are interested in



purchasing from MHTC. The AMAZING System Specialists will arrive at your service address on the date you scheduled with MHTC Customer Service, and they will be prepared to install all equipment needed for the services you selected. Our System Specialists will also help connect your devices to your internet service while they are at your location, so have your devices ready! The MHTC team would be happy to answer any questions you may have on the fiber installation process or functionality of MHTC services. Most appointments take approximately two hours. Please remember, it is required that you, or someone 18 years of age or older, is present for this appointment.

Step 7 YOU HAVE MADE IT!!! Enjoy your MHTC fiber optic enabled service! We are here if you need assistance and/or technical support. Thank you for your patience and for being a MHTC customer.

MHTC Contact Quick Reference

Fiber Construction:

My Fiber Network Form *direct link* OR (608) 437-5551

Yard Cleanup Concerns:

myyard@mhtcinc.com OR (608) 437-5551

Technical Support:

support@mhtc.net OR (608) 437-6850