

Phase III Fiber to the Home Construction is Progressing

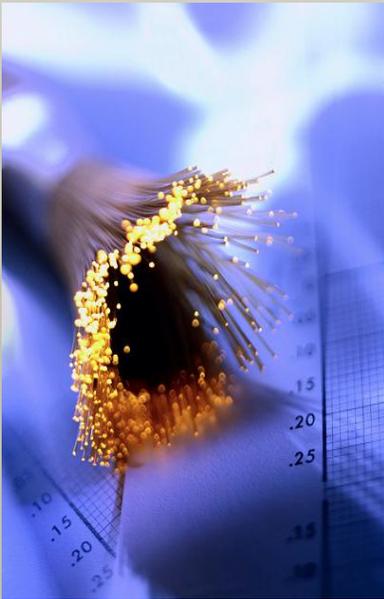
The third phase of the Fiber to the Home construction in parts of Amherst, Mariaville, and Waltham as well as the construction in towns of Otis and Osborn has taken a bit longer than originally expected. However, there have been some additional benefits derived from the new construction. Bangor Hydro Electric Company has replaced considerably more poles than was originally planned. With the addition of the new poles and the tree trimming that has been done in those areas, this should insure more reliable electric service for years to come.

Construction crews from On-Target Utility Services will continue to put the fiber in place along roadways and run customer drops to homes as the weather and road conditions will allow. As the construction, splicing and testing are completed in areas south of the telephone building in Otis, we will be contacting customers to arrange appointments to install the fiber into the home. Based on information available at this time, installations in this area of Otis should begin shortly after receiving this newsletter. From there, construction crews will focus their efforts on the area along the West Shore Road before moving on to the area north of the Otis telephone building and into Mariaville. Once the construction, splicing and testing are completed north of the Otis Central Office, crews will focus on the remaining areas of Amherst, Osborn and Waltham.

Last September Rivah.Net upgraded its internet backbone to AT&T to an optical connection with almost double the previous bandwidth. However, due to the popularity of the Fiber to the Home Ethernet service combined with the DSL service, we are currently in negotiations with AT&T and other vendors to increase the bandwidth even more by this fall.

Troubleshooting Telephone Line Problems

One of the most common service related calls we get is for a telephone that is not working. There are several things that you can do that might save you the expense of a service call. The steps to troubleshoot the problem may vary depending upon the time of the year and your willingness to take a known working telephone outside with you to plug it into your Optical Network Terminal (ONT) or Network Interface Device (NID). This device can be opened by loosening a screw on the right side of the cover and prying gently at the tabs on that same side of the box. The following is an illustration of the inside of an ONT. And even though your model may differ, the basic set-up is similar. You will see what appears to be a short line cord plugged in to a jack. The bottom position is line one. Unplug that jack and plug your phone into this jack to test for dial tone. If you have dial tone at this point and can make an outgoing



Union River Telephone
Company
PO Box 100
Aurora, ME 04408

Phone
(207) 584-9911

call, the network to the telephone company is working properly, please close the cover securely and retighten the screw. Repeat this process with the other jacks inside this box if you're not able to obtain dial tone on the first jack. If you aren't able to get dial tone, please close the cover securely and retighten the screw and contact us.

your ONT or NID, we will generally restore your service without a charge.

Please tuck this newsletter inside the cover of your telephone book or in some other safe place for future reference. Watch for future editions of the newsletter for more money saving tips and information.

Line one test jack.



If you have dial tone on the outside of your home or business, here is a list of steps you can try on the inside. Unplug all telephones, fax machines, computer modems and satellite TV receivers from the telephone jacks and power cycle the devices to clear any problems that may be caused by power outages or power surges. Then start plugging the devices in one at a time, starting with a telephone, checking for dial tone as each device is reconnected. If dial tone returns as normal, you've resolved the problem with your line. If not, then you have got several choices: find the problem and repair it yourself, call your electrician or give us a call to arrange an appointment. Please keep in mind that if the trouble is found to be on your side of the ONT or NID there will be a service charge billed to you for time and materials. If, however, the trouble is found to be on our side of