

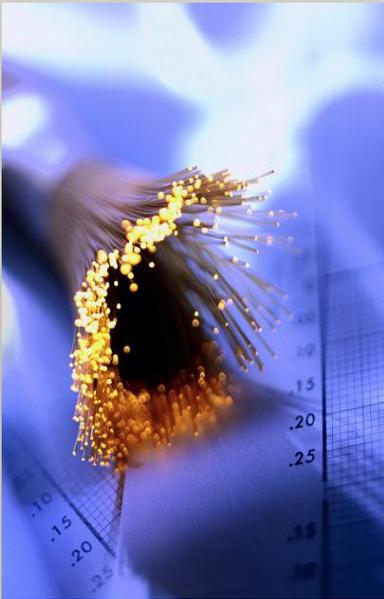
Fiber to the Home Construction Continues

With approximately one quarter of our customers now on fiber, we are gearing up for the summer. Fiber construction for Phases I and II has been completed or will be completed in most of the Aurora and Beddington exchanges very soon. Our office will be contacting customers in these areas to arrange appointments to convert your service to fiber, if we have not already done so. A question that we've been asked regularly is this: Why should I upgrade to fiber if I just have plain old telephone service? The simple answer to this is that by upgrading, the goal is to provide even more reliable service and to enable every customer on the fiber to receive the best quality telephone and internet service available today and prepare your residence or business for the advanced services that may be offered in the future. For folks that may be new to our serving area or maybe to refresh your memory, the installation requires the placement of two pieces of equipment: an Optical Network Terminal (ONT) and a power supply. The ONT will usually be located in the vicinity of the telephone interface device currently installed on the outside of your home or business near the power meter. If you would like this piece of equipment relocated to a different place on the outside of your dwelling, please contact us in advance so that we can make sure that your installation goes smoothly. The power supply unit is generally located somewhere inside your house near a power outlet, often in the basement or

utility room. This unit consists of a transformer to power the ONT and a battery to provide back-up power to the ONT so that your phone will work in the event of a power outage. The power supply is about 4 inches thick and will occupy an area of wall space about 12 inches square. The unit can be installed a maximum of about 50 feet from the ONT, so you may want to think about a place where it would be out of your way and where we might be able to gain access to it for service when needed. We appreciate the enthusiasm that you've shown for this upgrade. Rivah.Net has been working with AT&T and Fairpoint since last fall to secure additional bandwidth to the Internet to accommodate growth in Ethernet/DSL customers and increased upload/download speeds.

The construction work that will encompass the areas of Amherst, Mariaville, Osborn, Otis and Waltham that were not included in the first phase of construction has been contracted out. As soon as Bangor Hydro Electric Company is able to do the make-ready work in setting new poles in Otis, On Target Utility Services should be able to begin the fiber construction. With some cooperation from the weather this summer, we hope to be able to begin scheduling customers for the upgrade in this area by late summer or early fall.

For seasonal customers who wish to go on Winter Rate, we will be trying something new this year. With the late August or September billing, we will be enclosing a reminder notice for you to complete and return with your payment to the



Union River Telephone
Company
PO Box 100
Aurora, ME 04408

Phone
(207) 584-9911

office. On that notice will be a place for you to indicate what date you want the change to become effective, your off-season address if different from your normal billing address and whether you desire the winter rate or a seasonal disconnection. If you have DSL or Ethernet internet service, you'll still have to contact Rivah.Net to coordinate that change in your service. Please keep in mind that your choice for the off-season may have an effect on the installation fee that may have been waived when you reactivated your service. Also, anytime you disconnect your internet service, a new waiver will need to be signed before that service can be restored in order to avoid paying the installation charge in advance.