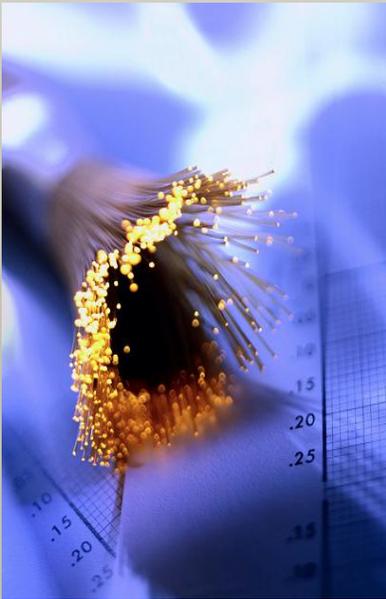


## First Customers now on Fiber

As this newsletter goes to the printer, we have finally begun converting customers from copper to the new fiber optic plant here in the Town of Aurora. The rainy weather that we endured this spring and most of the summer made it extremely difficult for construction contractors and the Bangor Hydro Electric Company to get their work done. With the cooperation of the recent weather, construction crews are nearing the completion of phase one of our upgrade to fiber. We will be contacting you to arrange appointments to convert your service to fiber. As mentioned in our May newsletter, the network interface device on the side of your home or business will be replaced by two pieces of equipment. The first device looks like a larger version of the box that is already there and is called an Optical Network Terminal or ONT for short. Its purpose is to terminate the fiber optic cable at your location and to serve as a distribution point for the services that you select such as telephone service, internet service and possibly video service at some point in the future. The most exciting part of this new technology is that it will give us the bandwidth necessary to provide services currently available today, but also allow us to provide for services of the future. In order to power this new smart device, we will be placing an uninterruptible power supply (UPS) with a back-up battery at your site. This power supply will need to be plugged into an indoor AC power outlet and can be located a maximum of 70 feet from the ONT. In most instances, if there is an outlet in the vicinity of the power panel, our technicians would use

this location as it would provide access to power and would allow them to service the batteries in the future as necessary. It may not always be practical or possible to locate the UPS near the power panel, so you may want to think about an alternate location for this unit. We will be placing the ONT in the place of your existing telephone interface so that we can reuse the existing house wiring where possible. In the event that we have to place the ONT in a different location, we will run a new wire inside and junction block(s) to a point where the existing wires can be spliced, at no cost to you. The inside wire and junction block(s) will then become your property. After the changeover to fiber, the old copper drop wire and interface device will be taken down and removed.

For customers already receiving DSL service, we will supply and install the Ethernet wire (Category 5 or 6), connectors and one jack at no cost to you. The wire, connectors and jack will then become your property. Your DSL modem and filters will no longer be needed after we make the conversion. Union River Telephone will **not** take back modems and filters or issue a credit for them. Should you decide to have DSL (Ethernet) service installed at the same time as the residence is converted to fiber, then it will be necessary to make arrangements to complete a Rivah.Net application prior to installation. We will supply and install Category 5 or 6 wire, connectors and one jack to a location specified by you up to a maximum of 300 feet during the initial conversion



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to fiber. The material and labor will be furnished at no cost to you and the material installed becomes your property. After the initial conversion to fiber, time and materials to have the DSL service installed will be billed at the usual rates. The normal installation charge for internet where phone service exists is \$250.00, but the charge will be waived with a one year service commitment. After the conversion, your fiber to the home Ethernet will be offered in these two options:

1 Mbps upload/3 Mbps download for  
\$44.95/month

1 Mbps upload/6 Mbps download for  
\$69.95/month

**(About 3 times the Speed of the old service over copper for the same price.)**

Please keep in mind that the speeds given are the maximum burst speeds that may be obtained and are not guaranteed at a continuous rate.

As the nights grow longer and the leaves begin to drop, we will continue to change customers over from copper to fiber as the weather permits. It is a relatively slow process, so it will take some time to get to everyone. We certainly appreciate your cooperation, patience and understanding as we work to set up appointments.