

PHASE 1

Exploration

APPROX. 4 MONTHS PER ENTIRE SERVICE AREA

STEP 1

Fiber Construction Preparations

This is in the engineering, planning, and make-ready phase.

WHAT HOMEOWNERS CAN EXPECT

Contractors will visit your site to inspect your meter and may be in the area inspecting other electric equipment. Following completion of the engineering field work and approval from the board of directors, construction will begin.

STEP 2

Register and Return Your Installation Documents

Register your interest at jointruestream.com if you haven't already! When your area becomes active, we will email you. Complete the necessary steps outlined. **Delays in registering and returning the documents will result in a delay in construction to your location.**

The key below explains the meanings of the colored flags you will see throughout the construction process.

- POWER/ELECTRICITY
- NATURAL GAS
- SEWER
- WATER
- CABLE TV, PHONE, FIBER
- TRUESTREAM'S PLANNED PATH

PHASE 2

Construction

APPROX. 4 MONTHS PER ACTIVE SERVICE AREA

STEP 3

Mainline Fiber Construction

We place the fiber optic cables along our existing infrastructure, which includes both overhead and underground construction. The path taken is usually along public rights-of-way on Great Lakes Energy's poles, or existing easements on private properties.

WHAT HOMEOWNERS CAN EXPECT

*Construction crews will be installing fiber in, or near yard areas and will perform cleanup work when they are done. **Please do not remove any flags marking utilities.** Contact us at 888-485-2537, ext. 8927 with construction related concerns or questions.*

STEP 4

Getting Your Property Ready

We will mark the expected fiber construction path on your property using flags. If you have underground service, we need your assistance in identifying other underground utilities and obstructions.

Your underground facilities may include things like propane, septic/drain fields, satellite, sprinkler systems, or invisible dog fences.

WHAT HOMEOWNERS CAN EXPECT

Our drop tech may or may not need to talk with you. We will contact MISS DIG, you should not.

STEP 5

Conduit Installation - Underground Construction Only

After MISS DIG has marked your property, our crew will install a conduit line the fiber line will run through.

STEP 6

Outside Fiber Installation to Your Home

Our crews will extend fiber from the mainline to the outside of your home and install a small termination box.

WHAT HOMEOWNERS CAN EXPECT

There is no need for you to be present unless you have a special situation, such as securing outside animals, or unlocking fences.

PHASE 3

Installation

APPROX. 12 MONTHS PER ACTIVE SERVICE AREA

STEP 7

Network Equipment Installation

We install and test the necessary equipment to light up the network that will bring Truestream's high-speed fiber internet and voice service to your location.

STEP 8

Inside Fiber Installation

The moment that everyone is waiting for! We will call to schedule an appointment to install and connect our equipment. This appointment will range from one to three hours.

WHAT HOMEOWNERS CAN EXPECT

A person over the age of 18 and able to make household decisions must be present throughout this step. Our installer will discuss the routing of the fiber line inside your home, and then connect the provided modem/router and set up Wi-Fi. If you need help setting up a device, let us know!

STEP 9

Welcome to the Truestream Family!

Celebrate, settle in, and enjoy Truestream. We look forward to serving you.



Register Today!

jointruestream.com