

# We're Lighting Up Your Neighborhood with **Trustream** Fiber Internet

Great Lakes Energy is actively planning and constructing the Trustream fiber network to bring you the fastest and highest quality broadband experience in the area.

Once your neighborhood is scheduled for construction, you will begin to see activity. We want you to be informed on how the process will unfold, so we've put together information on what to expect and how to prepare.



**Sign up for Trustream.**  
[trustreamfiber.com](https://trustreamfiber.com)



## Frequently Asked Questions

**Q** Does Trustream offer television?

**A** While Trustream is not a TV provider, we have partnered with MyBundle to help you find the best streaming service to fit your needs. Visit [www.trustreamfiber.com](https://www.trustreamfiber.com) for more details.

**Q** Do I need an online account to share my interest or register?

**A** The most efficient way to share your interest or register is by using your Great Lakes Energy online account. If you cannot access your account, or need help setting up your account, please call 1-888-485-2537.

**Q** Can I keep my email from my current internet provider?

**A** When you switch to Trustream, you will lose any email from your previous provider. Now is a great time to create a free email account and start updating your email address with your important online accounts.

**Affordable plans for families of every size from 100 Mbps to 1 Gig.**

Visit [trustreamfiber.com/plans](https://trustreamfiber.com/plans) for current plans and pricing.



## The Guessing Games Are Over

You can count on Trustream.



Free in-home installation  
(\$149 value)



Free modem, router, and managed Wi-Fi



No contracts  
No data caps



Exceptional 24/7 local customer service



Unlimited data without slowdowns or shared connections



Symmetrical download and upload speeds

**Register Today**  
[trustreamfiber.com](https://trustreamfiber.com)



1-888-485-2537 | [trustreamfiber.com](https://trustreamfiber.com)  

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**trustream**  
powered by Great Lakes Energy

## Step-By-Step: Building Fiber Internet to Your Home



**We look forward to welcoming you into the Trustream family.**

[trustreamfiber.com](https://trustreamfiber.com) | 888-485-2537



## PHASE 1 Future Area

### WHAT WE'RE DOING

#### Engineering Fielding

Contractors visit every location to inspect the meter and other electric equipment.

The board of directors reviews the information collected and approves construction areas for the next year. This is a multi-year process due to the size and scope of the construction needed to bring Truestream to all areas.

#### Trunk Line Construction

You may start to see the construction of the fiber trunk lines that are necessary to connect the electric substations. This is a necessary step towards being able to start mainline construction.

### WHAT HOMEOWNERS CAN EXPECT

#### Share Your Interest

Log into your online account and click on the bottom banner to share your interest in getting Truestream brought to your location.

Demand for Truestream is one factor that helps us determine where to build next, so encourage your friends, family, and neighbors to share their interest.

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



## PHASE 2 Fieldwork and Registration

Can run concurrently with Phase 3, but not always.

*Approximately 4 months per service area*

### WHAT WE'RE DOING

#### Mainline Construction

Once construction is announced, we begin to place the fiber lines along our existing infrastructure, which includes both overhead and underground construction. The path taken is usually along public right-of-way on Great Lakes Energy's poles, or existing easements on private properties.

Mainline construction includes:

- ▶ Installing hardware on poles
- ▶ Stringing or burying mainline fiber
- ▶ Splicing fiber lines

### WHAT HOMEOWNERS CAN EXPECT

#### Complete Your Registration and Return Documents

Complete your registration at [truestreamfiber.com](http://truestreamfiber.com).

Fill out and return your site plan and any other necessary documents.

Delays in registering and returning the documents will delay construction to your location.

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.**



POWER/  
ELECTRICITY



NATURAL GAS



SEWER



WATER



CABLE TV,  
PHONE, FIBER



TRUESTREAM'S  
PLANNED PATH



## PHASE 3 Construction to the Home

Can run concurrently with Phase 2, but not always.

*Overhead approximately 3-4 months*

*Underground (UG) approximately 4-5 months*

*Note: UG work pauses for winter months*

### WHAT WE'RE DOING NEXT

#### Design (1-2 Months)

Once we receive your site plan, a designer will mark the expected fiber route on your property using flags and a sticker to mark the proposed placement of the gray box on your house.

#### Construction (1-3 Months)

Once your fiber route has been designed, we will begin the construction to the home.

If you have underground service, we will contact MISS DIG to mark utilities before conduit is installed.

Our crews will extend fiber from the mainline to the outside of your home (the drop) and install a small gray box on your house.

### WHAT HOMEOWNERS CAN EXPECT

#### Design

Our designer may or may not need to talk with you. If your service is underground, please follow the instructions in the provided flag bag to mark your underground facilities.

#### Construction

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



## PHASE 4 Installation and Active

New registrations in an active area will always start with Phase 3.

*Approximately 1-2 months*

### WHAT WE'RE DOING NEXT

#### Network Equipment Installation

Once the mainline construction is complete, we install and test the necessary equipment to light up the network that will bring Truestream's high-speed fiber internet and voice services to your location.

#### Installation

Once our crew tests the drop and verifies it is operational, we will call you to schedule your in-home installation. Installations average from one to three hours.

### WHAT HOMEOWNERS CAN EXPECT

#### Activation

The moment you've been waiting for! A person over the age of 18 and able to make household decisions must be present throughout the in-home installation. Our installer will discuss the routing of the fiber line inside your home, and then connect the provided modem and router.

Welcome to the Truestream family!

Register Today  
[truestreamfiber.com](http://truestreamfiber.com)

