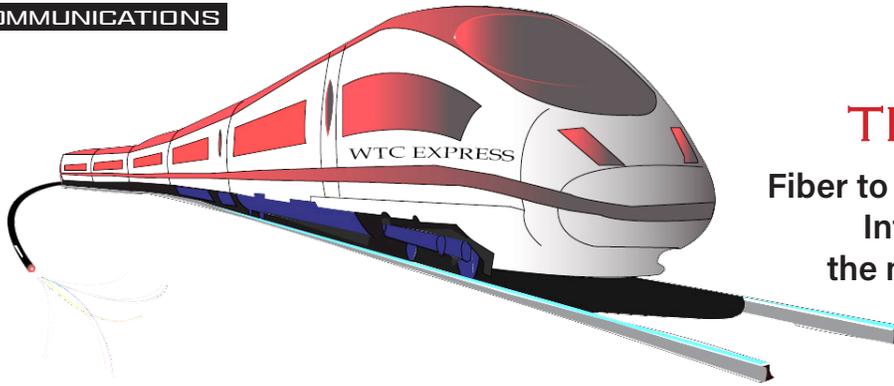


All answers are subject to change.



BROADBAND AT THE SPEED OF LIGHT

Fiber to The Home will replace the Telephone, Internet and Cable TV plants by placing the mainline fiber cables throughout town and selected rural locations.

Q: What are the prices?

A: TBD

Q: Is there a charge to the customer for bringing the drop to the house?

A: No. Unless you refuse service while we are in the area. Then it will be \$250.

Q: Is there a charge to the customer for installations within the house?

A: Typically no, unless extenders or a special install is required within the house. If you refuse service while we are in the area, a \$100 install fee will be charged.

Q: What will the service plans be?

A: TBD

Q: What speeds will I get?

A: Up to 1 Gigabit (1000 Megabit)

Q: Are there data caps?

A: None are planned at this time.

Q: Services over fiber include?

A: Broadband, phone, and video

Q: Will there be cable boxes?

A: No, we are planning to do a streaming app.

Q: What is included in the broadband?

A: Modem/Router, Managed WIFI

Q: Will there be other service options available?

A: Yes, TBD

Q: What happens in a power loss?

A: Services will be lost unless you have a battery backup.

Q: Are battery backups available?

A: Yes, for purchase only, currently.

Q: What is Managed Wi-Fi?

A: It is basically a remote maintenance to assist customers with their home networks.

Incredibly fast and reliable internet services with a single connection.**Q: What is involved in the wiring?**

A: Generally, there will be a Network Interface Device (NID) on the outside of the house to connect the fiber from the plant to the fiber into the home. That fiber will connect to an Optical Network Terminal (ONT) generally located in the basement. A category 6 copper cable will run from the ONT to a centrally modem/router. From the modem/router, everything will be generally wireless. If the home is large, extenders may be required.

Q: Timelines?

A: North end mainline should be completed by December. Our staff will start connecting the outside drop as soon as August/September. Installs may start as soon as October/November.

Q: Will our services be disrupted?

A: No. Unless there is a cut cable. The new fiber plant will be completely independent of the current plants.

Q: Why are you providing the modem/router?

A: The main issue with customer broadband service has been primarily the router. WTC wants to insure a great customer experience. This will also allow us to remotely resolve issues more quickly.

Q: Can I provide my own router?

A: Absolutely, however, you will be billed for trouble calls that are beyond the modem.

Q: Would owning my own router reduce the monthly cost or the broadband service?

A: No, the cost of the routers is built into the pricing.

If you have any further questions or concerns please contact us at 563-732-3000 and we will be happy to work with you. You can also follow the progress on our NEW website at www.wtccommunications.com.

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