

January, 2020

Baldwin LightStream Will Be Upgrading Facilities in the Villages of Baldwin and Woodville in 2020

On October 15, 2019 Baldwin LightStream announced plans to upgrade the copper and coax plant facilities in the Villages of Baldwin and Woodville in 2020. Baldwin LightStream is excited to upgrade the residents living in the villages. All of the rural ILEC customers were upgraded to fiber between 2008 and 2017. Baldwin LightStream wants all of its customers to be connected to fiber, a technology that can easily evolve to meet the needs of the future.

Fiber optics provides the bandwidth that customers need for online gaming, streaming content, using smart devices, medical monitors and more. When customers subscribe to a high speed Internet service, they can download an HD movie in less than 30 seconds and hundreds of songs in three seconds.

Studies have proven that being connected to a fiber network increases home value. Researchers at the University of Colorado and Carnegie Mellon University studied approximately half a million home sales from 2011 to 2013 and found that having access to fiber Internet added 3.1% to the value of a home.

During the next three months representatives from Baldwin LightStream will be going door-to-door to explain the FTTH project and help homeowners determine what prep work needs to be done and where the fiber will enter their home. This visit will only require 15-20 minutes of your time.

The underground fiber optic utilities will usually be buried in the same location as the current copper and coaxial cable at the back lot line. A new drop will be buried from the back lot line to the pipe that has been installed in preparation for the fiber. Customers will need to inform the representative if they have private utilities, a sprinkler system or a dog fence in the location where the fiber will be installed.

The construction will begin in Woodville as soon as weather permits in the spring. The outside plant construction will be completed in Woodville before the construction crew moves to Baldwin.

Baldwin LightStream will be plowing a fiber drop to all residences in the villages. Customers that do not complete the prep work will lose their service when the project is complete and the copper and coax facilities are turned down.

Baldwin LightStream plans to have all Outside Plant Construction completed by late fall 2020. The cutovers to fiber will continue through the winter of 2020 and be completed in 2021.

Baldwin LightStream customers are not required to change services and the project does not increase the price of services. The only cost to the customer is the cost to complete the necessary prep work. For those customers that are not able to complete the prep work themselves, they can hire Baldwin LightStream technicians to do the work. Installations can be scheduled from now until April 1, 2020. The cost is \$100 for placement of the board and installation of the pipe to the outside of the house. Please call ASAP if you wish to schedule an appointment. Customers can also hire an electrical contractor that has been trained on the requirements of this project.

During this conversion to fiber, customers should consider upgrading their inside wiring to ensure that they have the best connection possible.

This project will not impact the customers that currently live in a fiber development.

If we miss you when we are doing our door-to-door campaign, please call 715-688-1234 to schedule a time for a representative to meet with you.

Please call 715-684-3346 if you wish to speak with Operations Manager Oscar Avila regarding the outside plant construction.

Call 715-684-3346 to schedule a technician to complete your prep work.

More information is available at www.bls.tech

