

June 9, 2025

To the Town of Baileys Harbor and Residents:

To Whom It May Concern,

We are aware of recent rumors circulating in the community regarding the status of the fiber internet project in Baileys Harbor. I want to address these directly and provide accurate, transparent information.

The project is not canceled. Bertram remains fully committed to completing the fiber build in Baileys Harbor and the surrounding area. Our goal remains unchanged: to bring reliable, high-speed internet access to your homes and businesses, with 80–90% of the work completed by the end of August 2025.

One of our contractors, Five Star Energy Services, has temporarily stepped back from field operations while we work through performance-related concerns and ensure alignment on expectations. It's important to note that **Bertram prepaid substantial portions of the work in good faith**, and some deliverables remain outstanding. We're addressing these matters directly with Five Star through formal channels.

To protect project momentum and ensure continued progress, **Bertram has issued a formal 10-day notice** requesting that all outstanding work be resumed and completed as contracted. In parallel, we've taken steps to ensure progress continues uninterrupted.

Here's what we are doing right now:

- We've already **mobilized internal resources and alternate contractors** to step in where needed and keep the project on track. They are currently being brought up to speed and trained on the project to take over if needed.
- Work is actively ongoing behind the scenes, so we can mobilize to the field and scale up if needed in the coming weeks.
- We are coordinating directly with the Town to ensure safety, cleanliness, and site restoration are held to the standards the community deserves.

- No new work will be assigned to any contractor until their existing obligations are met.

Bertram is actively managing this project and remains fully committed to its success.

This is not a funding issue. The current challenges relate to execution and accountability, and we are taking the necessary steps to ensure the project is delivered to the quality standards our customers and the Town expect.

We greatly value our partnership with the Town of Baileys Harbor and remain focused on our shared goal of delivering critical broadband infrastructure. We will continue to keep the Town informed and are committed to transparency as we move forward.

Please don't hesitate to reach out to me directly with any questions or concerns.

Sincerely,

James Bertram

CEO & President

Bertram Communications

A handwritten signature in black ink, appearing to be "James Bertram", written in a cursive style.