

Dear Baileys Harbor Resident,

Thank you for signing up for Bertram fiber service! We thank you for your continued patience as we continue working hard to bring fast, reliable fiber internet to your home. In the coming week, you will receive an email on the status of your service.

We are excited to offer you a special discounted rate with a two-year contract! This offer is valid until November 31, 2025, and will make your previous contract null and void. If you don't want a drop anymore, please opt out by August 31, 2025, and we will waive the \$500 fee.

**NEW DISCOUNTED RATES with 2 year contract visit:** <https://signup.gobertram.com/>

- **300 Mbps / 300 Mbps – \$29.99/month**
- **1 Gbps / 1 Gbps – \$59.99/month**
- **8 Gbps / 8 Gbps – \$189.99/month**

Your pricing remains fixed for 2 years. After that period, prices may adjust; however, according to Bertram's agreement with Baileys Harbor, rates cannot exceed your current monthly rate for at least 1 year after the discount period.

To receive your new rate call Bertram at 920-351-1023, choose the Fiber option, and ask for the limited-time Baileys Harbor offer, or email us at [bhinquiries@bertramfiber.com](mailto:bhinquiries@bertramfiber.com)

Is your driveway over 300 feet? You may qualify for our No-Cost Direct Bury Option. Direct bury means fiber is installed directly in the ground without protective conduit.

- To qualify, homeowners must:
  - Sign a waiver authorizing this installation method.
  - Have a driveway that is over 300 ft from the ROW.
  - Acknowledge that Bertram is not liable for any fiber damage after service is activated.
  - Be signed up for active service.
- Customers requesting a drop only (without service) are not eligible for this option. Our team will review eligibility and waiver process with homeowners during scheduling.

For questions, please reach out to 920-351-1023, and choose the Fiber option. We understand it's been a long road, and we remain fully committed to completing this project for your community.

Warm regards,  
The Bertram Fiber Team



300 INDUSTRIAL DR  
RANDOM LAKE, WI 53075  
920-994-2388

