



A fast-read update on Lake County's county-owned, high-speed fiber optic network

Lake Connections is READY – order your service today!

- Service is available NOW for rural Two Harbors and the City of Silver Bay
- Service in the City of Two Harbors is planned for fall of 2014
- Construction crews are currently in the Finland and Isabella areas, with service planned for late fall of 2014
- Construction crews are also currently north toward Palo and Markham, heading toward Aurora, with service planned for first half of 2015



There is considerable demand for Lake Connections' service, with new customers stopping-in, or calling to complete an application for service daily. If you haven't yet signed up for service follow the steps below.

Two easy steps to get connected:

1. Call 218-834-8500, or stop at 409 17th Ave., Two Harbors, MN 55616
2. Complete an application with our knowledgeable customer service team

PLEASE NOTE

If you have requested a fiber drop to your home or business with Lake Connections, you are not automatically on the installation schedule. Please call or visit the Lake Connections headquarters to complete your application for service.

Lake Connections is your local broadband provider, visit the site today and see why you should make the switch and get connected!

Lake Connections Expands

Lake Connections is excited to announce eight new additions to the team in Two Harbors. Five Inspectors, two Customer Support Representatives and one Network Administrator were hired in August and September. The Lake Connections team is poised to continue expansion this fall, with hopes to hire additional support and technical staff.

"We are excited to have the team in Two Harbors expand. The current staff are busy and working hard every day, it will be nice to have some additional hands in the office and also on-site." Jeff Roiland – Lake Connections General Manager.

Jesse Fette, James Fuhr, Michael Norman, Brian Spitzmueller, and Michael VanHorn were hired as the new Lake Connections Inspectors. Responsibilities for the inspectors include documenting the construction progress and ensuring that all construction and technical work is performed as specified in the contract.

Jared Coffee, the new Network Administrator, is responsible for the Lake Connections network infrastructure through software and hardware updates and selection. Coffee is also responsible for a variety of other IT support and data management tasks.



Brenda Swanson and Shannon Erickson were hired as Customer Support Representatives. Responsibilities include managing customer service relations through phone calls, walk-ins and emails, customer account management and fielding calls, including triaging and schedule managing for the technical team.

Lake County Broadband Community YouTube Channel

The Lake County Broadband Community Program youtube.com/LakeCountyDigital is funded by a grant from the [Blandin Foundation](http://www.blandin.org), to help promote digital literacy in Lake County. This YouTube channel highlights fiber broadband in Lake County and increases awareness to the value it brings into rural areas. The videos also highlights business and residential use of the broadband, along with the educational and economic benefits it has brought to Lake County and the region.



ALL PHASES ARE SCHEDULED IN THE MOST EFFICIENT MANNER.

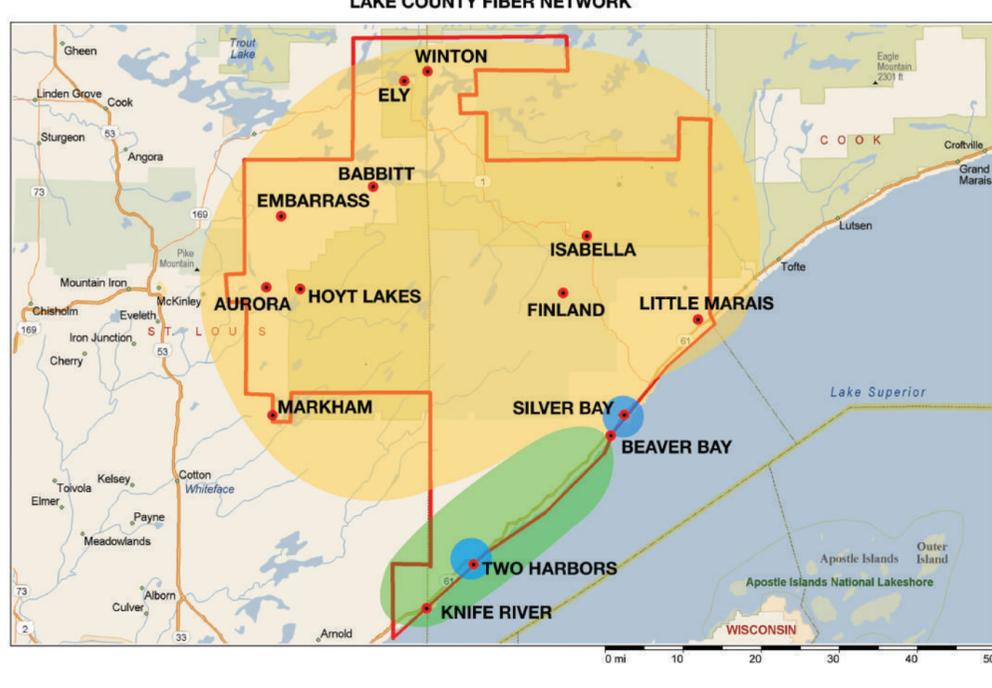
Construction Update

As fall is creeping into the air, the main line and drop line construction crews continue their progress with the Lake Connections project. The crews have had minimal delays over the summer, with calm and dry weather, and Lake Connections is hoping the fall will bring more comfortable weather so the crews can maximize their progress before the winter. Be sure to visit our website at LakeConnections.com for the latest construction updates.

IMPORTANT NOTE:

If you are interested in having fiber to your home or business and you see crews drive by or working in your area without stopping, don't worry, that is the main line crew. Pre sales have started on certain routes and the drop crew will be along to get you connected, if you have signed up for services. If you have any questions please call Lake Connections at 218-834-8500.

LAKE COUNTY FIBER NETWORK



Phase One:

Two Harbors • Silver Bay

Service is live in the City of Silver Bay and rural Two Harbors. The City of Two Harbors is planned for later this fall.

Be sure to contact Lake Connections' customer service team, complete an application for service and join the installation schedule. The installation schedule ensures you a place in line for getting the High-Speed Internet, Digital TV and Voice services installed inside your home or business – don't miss this early bird opportunity – contact Lake Connections today and complete an application for service.

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Phase Two:

Duluth Township • Knife River • Silver Creek Township • Beaver Bay Township

Phase two is over 90% complete and on track to be complete this fall, with roughly 15 miles left to be constructed. Service notifications have been sent for certain routes – be on the look out for your notification postcard in the mail.

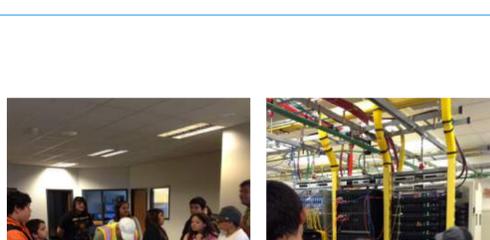
Phase Three:

Ely • Aurora • Babbitt • Hoyt Lakes • Basset Township • Colvin Township • Crystal Bay Township • Embarrass Township • Fall Lake Township • Morse Township • Stony River Township • Waasa Township • White Township • and several unorganized townships

Construction crews have been very productive over the past weeks in this phase of the project, with roughly 230,000 feet of fiber constructed. The plowing crews only had slight delays due to wet ground and have been able to hit or exceed their goals nearly every week. Crews are currently north toward Palo and Markham, heading toward Aurora and service is set for the first half of 2015.

Visitors at Lake Connections

A group of Fon du Lac students came to visit the Lake Connections headquarters in late July. The students toured the office, learned how to splice fiber and also about the Central Office, which is the brain of Lake Connections, housing all of the electronic racks and equipment to fuel the high-speed services. The students were part of a summer tech camp, they each learned how to create an app during the camp and also were surprised with donated ipads from the [Blandin Foundation](http://www.blandin.org).



Lake Connections in the News

In case you missed it - Jeff Roiland, General Manager of Lake Connections, was featured in the June edition of Northern Wilds, a popular North Shore publication, and also the July issue of Twin Cities Business Magazine. Visit the links below to read each story.

Click here for the Northern Wilds article:
[Lighting Up the North Shore, Broadband Goes Live](#)

Click here to read the Twin Cities Business Magazine article:
[High-Speed Broadband is not a Luxury](#)

Employment Opportunities:

Lake Connections is currently hiring for the following positions: **Customer Support Specialist, Network Technician and Service Technician.** For more information, please visit the website at www.lakeconnections.com/careers and be sure to continue to check the site for future employment opportunities.



Can't wait until the next Gaining Speed?
Be sure to follow Lake Connections on Facebook and Twitter



for all the latest news and events!

For project and construction updates see "Gaining Speed"

on www.lakeconnections.com



GET CONNECTED • STAY CONNECTED • LIVE CONNECTED