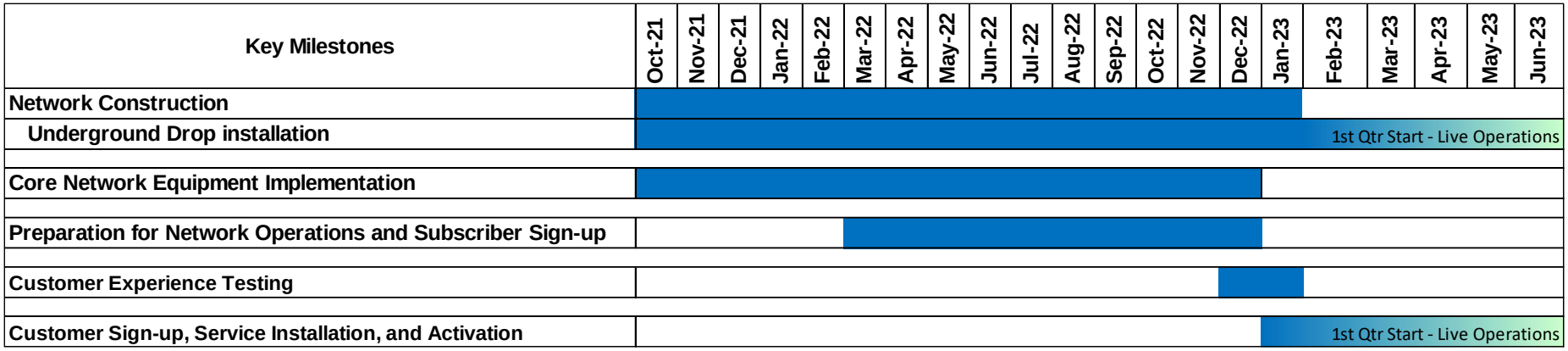
High Level Overview of Island-Wide Broadband Project – November 2022

The primary project focus is on completing preparations for network operations, subscriber sign-up, and customer activation. Additional information can be found at www.broadbandbi.com.

Key Milestones	Date	Summary
Network Construction and Underground Drop Installation	Network Construction Complete Jan. 2023 Drops Complete 1st Qtr 2023	• Network mainline and aerial construction in FSAs 1 through 6 and 8 complete and tested; FSA 7 pending testing; FSAs 9 through 11 under construction. • Underground drop conduit and cable installations will continue until all registered properties have been connected.
Core Network Equipment Implementation	Nov. – Dec. 2022	• Previously back-ordered Dense Wave Division Multiplexing (DWDM) equipment implemented mid-November. • Completion of final equipment configuration fine-tuning and testing.
Preparation for Network Operations and Subscriber Sign-up	Nov. – Dec. 2022	• All necessary agreements executed with Sertex, Crocker Communications, and OSHEAN. • Finalization of back-end work for service subscriptions and workflow between Crocker and Sertex. • Sertex continues to meet with business, MDU, and multi-use parcel owners to identify and engineer specialized service requirements; this work is ongoing.
Customer Experience Testing	Dec. 2022 – Jan. 2023	• Evaluation of processes, website components, and network performance from customer sign-up through service activation and initial operations with select test customers. • Incorporation of changes / improvements as identified.
Customer Sign-up, Service Installation, and Activation	1st Qtr 2023 Start	• Sign-up will open for service locations in FSA 1 and extend incrementally to other FSAs. • On-site equipment installation, service activation, and testing by Sertex followed by customer sign-off. • Fiber drop cable installation, if not previously installed.