

# The Road to Fiber

There are three key phases before we can light up Fiber Internet Service.

- ✂ Design
- 👷 Construction
- ⚙ Installation

## COMMUNITY-OWNED

As a community-owned utility, Holland BPW is accountable to our customers to keep rates affordable and provide local control over the services and utilities that you rely on—from water to power to internet.



Follow us for updates!

# ¡Llega Holland City Fiber!

Hay tres etapas principales antes de poder disfrutar de un servicio de Internet de fibra óptica.

- ✂ Diseño
- 👷 Construcción
- ⚙ Instalación



Si desea una versión en español de este folleto, visite nuestro sitio de internet o escanee este código QR.

**Questions?** Please contact us at **616-355-1500 option 2.**

Or you can visit our website at **[hollandbpw.com](http://hollandbpw.com)** to learn more.



## CONSTRUCTION INFORMATION



**Fast. Reliable. Local.**

## PHASE 1: Design

The City of Holland has dedicated \$4.2 million in grant funds to the city wide fiber network. Some of that is being used to help secure 50% of the projected materials needed for the project.

Holland BPW has partnered with eX<sup>2</sup> Technology to design and build the Fiber network. They start with designing and identifying zones, also known as nodes, which will be constructed throughout the City of Holland. Following completion of the engineering field work and approval from the board of directors, construction will begin.

### What This Means for You

*Site Engineers visit to inspect your neighborhood or other equipment in the area.*



eX<sup>2</sup> Technology delivers EXCELLENCE IN EXECUTION®, specializing in turnkey network design-build-maintain services.

The company values

teamwork, innovation, integrity, and commitment. eX<sup>2</sup> has vast industry experience, having designed and built more than 2M+ fiber miles.

## PHASE 2: Construction

Once eX<sup>2</sup> has designed the Fiber network and has identified zones, we will share a map of our plans for construction.

In the construction phase, we build the fiber optic network throughout the city. In most cases, fiber lines will follow the same path as your current electric service, whether it is overhead or underground.

MissDig will mark the underground utilities in your yard with flags. If fiber will be underground, after your property is marked, our crew will install conduit for the fiber by micro-trenching.



### What This Means for You

- *We will keep residents informed about construction progress and service availability via our website, email, and social media.*
- *Holland BPW and eX<sup>2</sup> Construction crews will be installing fiber in, or near yard areas and will perform cleanup work when they are done. Please do not remove any flag marking utilities.*
- *If you have underground sprinkling or obstructions, we will need your assistance in identifying where these are located.*

## PHASE 3: Installation

If you are registered for Holland BPW Fiber Internet, our crews will extend fiber from the overhead or underground line to your home and install a small connection box. Then comes the moment that everyone is waiting for, activating your internet!

### What This Means for You

- *You will be able to schedule an appointment to install your fiber internet connection. Appointments will take one to three hours. We ask that you are present for this step.*
- *Our installer will discuss the routing of the fiber line inside your home, and connect the provided modem/router and set up Wi-Fi.*



### Service Activation

After your fiber internet connection is installed, activating service is easy!

You will be able to sign up for service from your personal computer or mobile device. Holland BPW trained technicians will be available to help you get started as well.