



Dear Resident,

We're excited to announce that Surf fiber internet is coming to your neighborhood.

The construction phase will commence soon, and we're committed to making it a smooth process. Here is a general guideline of what you can expect:

- First, we'll secure all city and local permits required. Once this happens we'll call out 811 Locates to mark (flag) all underground utilities to avoid disruption.
- Next, our Surf authorized contractors will create a path for our network and will set up a connection point in the utility easement of your property. Equipment may be temporarily positioned on your lawn with a protective barrier to minimize impact.
- Once immediate underground construction in front of your home is completed, any temporary holes and pathways will be filled-in promptly.
- Within a few weeks a crew will arrive to finalize the restoration of your yard, which may include seeding and laying straw where bare spots were created on the lawn, smoothing out ruts and dents, etc.
- After construction is completed for the entire neighborhood, Surf will conduct a final walk-through to compile a detailed list of any remaining issues to be addressed, which would include bare spots where the initial seeding was unsuccessful.

Rest assured it is Surf's priority to leave your property in a satisfactory state and be a thoughtful neighbor! To learn more about our construction and yard restoration processes or to submit any questions, concerns, or issues, visit SurfInternet.com/construction. To speak with one of our local construction team members please call (219) 280-8438.

We look forward to being a part of your community!

With appreciation,

A handwritten signature in dark ink, appearing to read "Gene Crusie". The signature is fluid and cursive, with a long horizontal stroke at the end.

Gene Crusie
Chief Executive Officer
Surf Internet