



Hello!

We're i3 Broadband - your local provider of advanced Fiber Optic Internet technology. Many of you and your neighbors have been searching for better internet options for your homes and businesses. This note is to let you know that the wait is nearly over! i3 Broadband is investing in your community by bringing our award-winning 100% Fiber Internet network in coming weeks.

What Does This Mean?

- **Within 4-12 weeks** you'll start to see some construction activity throughout the right-of-way and utility easements around your neighborhood. This involves digging and laying the lines safely in the ground in these easement or installing lines overhead to give access to homes and businesses.
- The service-line drop **may be installed either underground or as an aerial drop**, depending on feasibility and existing infrastructure.
- **We may use underground boring** to install a new fiber optic network. This will involve accessing yards to place equipment (vaults). Some areas will see boring machines and crews, while others will only see crews digging small pits to connect the network.
- **Any open pits will be secured** with boards, cones, or snow fences to keep all residents safe. These usually don't stay open for more the **2 to 3 business days**, or less and will always be secured and properly marked.
- **Once the construction portion of the project is completed**, our independent auditing teams will canvas and inspect the newly built network and create detailed restoration reports. Our contractors will then fix and apply **ground restorations within 1-2 weeks** based on those.

Sincerely,
i3 Broadband

How Can I Reach You?

We're here for you by phone, online or via email. Just give us a call at **(866) 259-1590**, visit **i3broadband.com** or send us an email at **info@i3broadband.com**.

i3 Broadband Neighborhood Q&A

Q: Who is i3 Broadband?

- i3 Broadband is the largest fiber-optic network based in Central Illinois offering 100% Fiber Optic Internet, phone and streaming option services to residents and businesses. We provide Gig-Speed Fiber-Internet services for homes and businesses in small cities, suburbs and rural areas.
- We're committed to providing industry-leading products, honest & clear pricing, and the best customer experience through local operations and exceptional staff. Locally staffed and operated, we've been leading the telecommunications business in the area since dial-up Internet was cool.
- Since 2010, i3 Broadband has been deploying weather, wear and tear resistant fiber-optic services to communities like yours.

Q: What is fiber-optic network and why is it important?

- **Fiber optic lines are the difference.** They're made of strands of glass fibers that transmit data smoothly, quickly and with more power than traditional cable technology. Fiber transmits data at speeds far exceeding DSL or cable modem speeds, typically by tens or even hundreds of Megabits per second.
- Unlike cable, fixed wireless or your wireless phone service, **Fiber transmits data at equal speeds** whether you're posting or sharing online or you're streaming or gaming.
- **Fiber is constructed differently.** Because it's made with advanced materials, it is more impervious to wear and tear in your neighborhood. It handles the data that's most important to you reliably — even in bad weather.
- When it comes to online gaming and streaming, **Fiber is the gold standard.** This means you'll have less issues, buffering, spinning or glitching than with other technologies.

Q: What's different about i3?

- Unlike Cable, **we provide 100% fiber** to your home or business.
- **Our network will bring** high-capacity Internet, Voice and Streaming Capabilities to deliver all the educational, entertainment and critical technology services that you, your family, or your business need.
- **i3 Broadband has a record of excellence** that is unmatched by other providers in the area: A+ BBB, Best ISP for online gaming in IL, 5-star rating from highspeedinternet.com.

Q: What does this mean for your community?

- **Fiber attracts** new businesses, services and families to your town. Fiber-optic networks are built to keep up with connectivity demand for decades to come. Most larger businesses require fiber-optic connection to maintain their functionality.
- **Increase property value.** Bringing fiber to your neighborhood benefits everyone—faster internet, more choices, and even the potential to boost property values (according to studies by the Fiber Broadband Association/FTTH Council)