

The Basics of Truestream Fiber

What is Truestream Fiber?

Truestream is a new fiber network provided by Great Lakes Energy. Since 1937, Great Lakes Energy has provided rural Michigan members with essential electric services, even in remote areas. Recently, our members asked us to investigate the option of providing high-speed internet to our service area. We listened and have launched Truestream Fiber—providing advanced fiber internet and phone services.

Will the launch of Truestream Fiber increase my Great Lakes Energy bill or can I expect returns if the business is profitable?

Truestream is a 100% wholly-owned subsidiary of Great Lakes Energy. We want to be sure that all members understand the structure: Truestream Fiber will operate as a for-profit business that is 100% owned by Great Lakes Energy and its members. Great Lakes Energy does not expect to make profits off the venture in the short run, but when profits do occur there will be a few options to consider. It is important to note that initially, Truestream will use its revenue to operate the business.

The profits from Truestream could be used to pay credits back to Great Lakes Energy to help offset the costs of electric service and stabilize rates or the profits could be allocated to the individual members of Great Lakes Energy and refunded as capital credits. We will be sure to keep all communications open and welcome questions.

What is fiber service?

Fiber is known for being “future-proof,” meaning the fiber we install today will be able to handle increased data loads as the need for more and more bandwidth and speed grows. Fiber technology makes it possible to deliver speeds up to 1 Gig (1,000 Mbps, or megabits per second)—this is 100x faster than what the average home or business can get currently. Fiber is more reliable than other types of networks, less prone to interference and complications from lightning and other natural elements. Studies have shown that fiber also tends to raise the property value of homes by as much as \$5,000.

What services can I get?

Truestream Fiber is bringing internet with speeds up to 1 Gig (1,000 Mbps). We will have three internet plans, 100 Mbps, 200 Mbps and 1 Gig, available for residential homes. We will also offer a voice service. This will work just like your standard telephone service but will include unlimited local and long-distance calling, plus tons of features. Eventually the service will also be expanded to businesses.

How much will the service cost?

Plans starts at just \$59.99 per month for residential internet and \$34.99 for the residential voice package. Plus, you'll receive a \$5 discount when you have both services. Check out all your options and pricing at jointruestream.com.

How can I get Truestream Fiber?

Truestream Fiber is currently building service in the Petoskey service district (Emmet County and small parts of Charlevoix and Cheboygan counties). Member interest will drive where we build service next! To express your interest, pre-registration is required through jointruestream.com. As we see interest grow in communities, we will set goals for how many homes and businesses need to take service before construction will begin. Pre-registration goals must be met before construction plans can be finalized. Our goal is to build fiber throughout our service area, just like electricity.

[Pre-register at jointruestream.com](http://jointruestream.com)