

# Pre-registration Details

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## **Why is there a pre-registration process?**

In order to minimize risk, Great Lakes Energy's board of directors chose to move forward in a phased-in approach to protect co-op ratepayers and the financial integrity of the electric cooperative. Construction will begin in the Petoskey service district over a period of years. Before any construction work takes place in another service district, we must see that members want the service by how many have pre-registered. Pre-registration ensures that Great Lakes Energy will spend money to build a fiber network in areas where members want it and where it can be financially sustained.

## **What does it mean when I pre-register?**

By pre-registering, you are expressing interest in service. If a zone has a goal set by pre-registering, you agree you are going to take service if/when Truestream comes to your community. At the time of preregistration though, no signed contract is required. When construction begins in your area, we will contact you to complete a contract for service. A minimum package level of \$59.99 per month must be maintained at all times. If you are a snowbird/seasonal member, we may offer an option for reduced rate for suspended service in the future, but at this time we do not offer a service suspension option.

## **What will I have to pay when I pre-register?**

There is no payment collected during pre-registration. This process just allows you to complete a simple form to let us know what services your home or business is interested in. By pre-registering now though, you guarantee FREE installation, when the time comes. This includes all wiring and a powerful WiFi router. Before construction begins in your area, we will contact you to complete the sign-up process and to confirm your service selection.

## **I am not sure if my location is eligible to pre-register?**

All Great Lakes Energy locations are eligible to pre-register. Areas with large interest for service may get fiber the soonest—member interest will help drive the construction process. The Petoskey service district will be the first area, but yours could be next if enough interest is shown. Do not wait for us to knock on your door or for a community goal to be set. Pre-register today at [jointruestream.com](http://jointruestream.com).

## **Is there a deadline to pre-register and what are the benefits of pre-registering now?**

Pre-registration is open until construction is complete in that area. We encourage all members to pre-register as soon as possible because community interest will help drive the construction process. You can pre-register for Truestream now even if your community does not show a set goal. You will see some areas with goals at [jointruestream.com](http://jointruestream.com). The benefit of pre-registering now is to lock in free installation and help bring the service to your area sooner.

The length of time your zone is active depends on how fast people in your area pre-register for service. Once Truestream has fully constructed a zone, pre-registration and the introductory free installation offer may no longer be available. You are encouraged to preregister now if you are interested in receiving service from Truestream.

## **Can I change my package at any time or do I have to select now to guarantee my pricing?**

You can change your package at any time as long as you maintain the minimum package level of \$59.99 per month. Pre-registration only indicates your interest. It is important to know that internet service is not required for voice and voice is not required to order internet. If you choose to upgrade your plan to include voice or a higher internet speed, you will pay the listed price of your new package. View all packages and prices at [jointruestream.com](http://jointruestream.com).

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