truestream
powered by Great Lakes Energy

About Us

Launched in 2018, Truestream provides life-changing fiber internet and voice services at speeds up to 1 Gig to underserved and unserved rural areas in Michigan. As a subsidiary of Great Lakes Energy (GLE), Truestream provides services to homes and businesses that receive electricity from GLE.

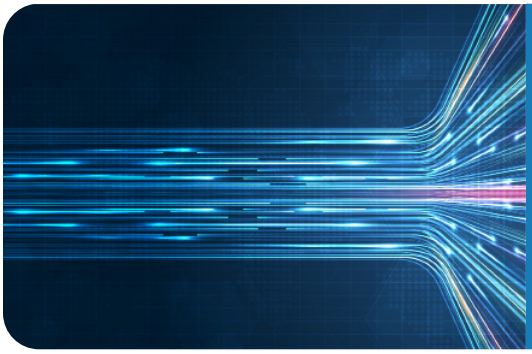
Truestream is focused on innovation—GLE has undertaken one of the nation's largest fiber-to-the-home network projects. Our goal is to make lives better by offering technology that will serve our customers well for years to come. We are committed to providing reliable and robust fiber technology to power your internet and other connection needs.

At the same time, Truestream is a caring, friendly partner, dedicated to the communities we serve. We are motivated by a desire to help the people we are happy to call friends and neighbors.

GLE is a forward-thinking local company with a mind for technology and a heart for service. Truestream will change the lives of people in our communities—and will be a leader in the future—by offering technology that is truly impactful.

Our Promise

Truestream is distinguished by our commitment to bringing the best fiber technology to the communities we serve throughout Michigan. We provide life-changing fiber-powered services from a friendly, trusted company with a heart for service.



QUICK FACTS (As of August 2026)

Number of Truestreamers	31,300+
Miles of Fiber Line Installed	10,000+
Counties served	23
Internet speeds	100 Mbps, 200 Mbps, 1 Gig
Voice Service	IP voice calling service
Battery Backup	Yes, for a fee
Wi-fi Mesh	Yes, for a fee
Board Members	5

Reliability

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.

Governance and Leadership

Great Lakes Energy Connections, Inc., d.b.a Truestream, is a subsidiary of GLE, which is govered by a nine-member board elected by GLE Members. Three members of the GLE board of directors sit on the GLE Connections board, which meets up to 10 times per year.

Board of Directors:

Howard Bowersox, Director
Mark Carson, Director
Dale Farrier, Director
Shaun Lamp, GLE & Truestream President & CEO
Ashley Smith, VP, Engineering

Leadership Team:

Shaun Lamp, CEO
Denne' Smith, CFO
Taylar Sides, Director of Broadband Operations

CONTACT INFORMATION

Phone and outage reporting: 888-485-2537
Website: truestreamfiber.com
Facebook: facebook.com/jointruestream
General inquiries or media: info@truestreamfiber.com

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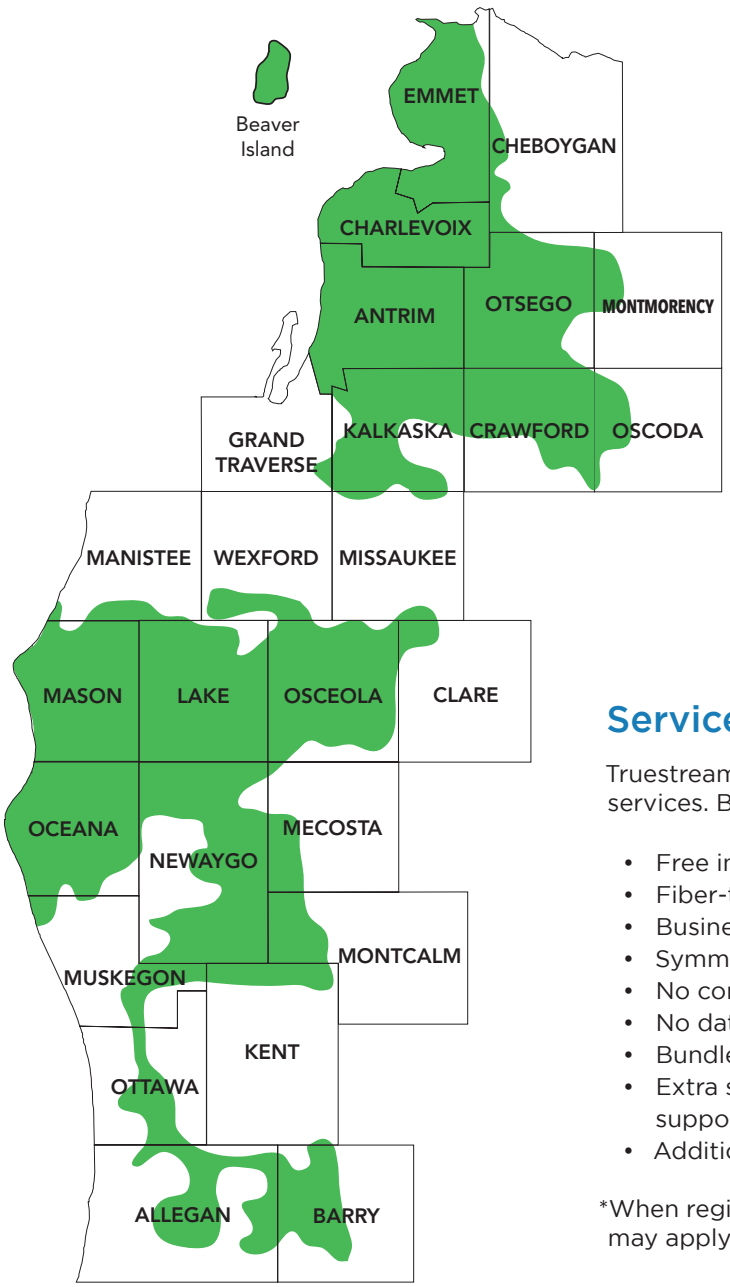

Service Territory

GLE serves parts of 26 counties along the western side of Michigan's lower peninsula. Counties are listed below. Parts of the counties highlighted in blue have access to Truestream or will have by the end of 2026.

1. Allegan
2. Antrim
3. Barry
4. Charlevoix
5. Cheboygan
6. Clare
7. Crawford
8. Emmet
9. Grand Traverse
10. Kalkaska
11. Kent
12. Lake
13. Manistee
14. Mason
15. Mecosta
16. Missaukee
17. Montcalm
18. Montmorency
19. Muskegon
20. Newaygo
21. Oceana
22. Osceola
23. Oscoda
24. Otsego
25. Ottawa
26. Wexford

Services

Truestream provides residential and business internet and voice services. Benefits include:

- Free in-home installation ($149 value)*.
- Fiber-to-the-home, speeds up to 1 Gig.
- Business Services, speeds up to 100 Gig.
- Symmetrical upload and download speeds.
- No contracts.
- No data caps.
- Bundle discounts.
- Extra services including battery back-up, wi-fi mesh, tech support, parental controls, robo call blocking, and more.
- Additional fees may apply.

*When registration is completed prior to deadline dates, otherwise fees may apply.

Updated August 2026

Service Options - Residential*	Rate
Basic Internet (100 Mbps)	$63.99/mo.
Family Internet (200 Mbps)	$73.99/mo.
Ultra Internet (1 Gig)	$99.99/mo.
Voice Service (Unlimited)	$34.99/mo.
Vacation Rate	$15-25/mo., eligibility required
Bundle Discount	$5/mo.

Service Options - Business

Contact us for details and rate options.

**Services and pricing subject to change.*