

# INSIDE AcenTek

*Inviting you inside to learn more*

## OFFICE CLOSED:

MAY 26 | Memorial Day  
JULY 4 | Independence Day  
SEPT. 1 | Labor Day  
NOV. 11 | Veterans Day

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## WELCOME TO THE TEAM!



**HUNTER  
KISH**

OSP Equipment  
Operator  
Allendale



## A BUSY YEAR ALREADY FIBER CONSTRUCTION

It's been an exciting and busy start of 2025 for our fiber construction crew. They cannot do their work with piles of snow on the ground. However, they wasted no time when the ground was ready. They have already completed 86 drops bringing fiber to more area homes this spring. In Allendale, a 1,300-foot fiber lead was placed, providing 6 more homes with the fiber they need. In Zeeland, our team recently completed a 4,500-foot fiber project to help a new business have the internet they need for daily operations.

Soon our construction crew will be working on a 6-subdivision expansion, handling all the fiber drops to homes in Allendale, Holland and Drenthe. Another project they will be working on soon is the 2,200-foot fiber lead extension in Copemish.

In Northern Michigan, construction began on M-37 in early April. This means our team is doing some work on the fiber network around the Mesick area. This work will provide added reliability for the businesses and residents we serve. The new design will help us provide uninterrupted internet service for our customers. The change will provide alternative paths for network traffic, protecting AcenTek customers from disruptions. This is what makes AcenTek the first-choice provider. We continue to strive for operational excellence, so our customers get the service they deserve.



PICTURED: Earlier this spring, our construction crew hauls in equipment and begins fiber work in the Allendale area.

## SUPPORTING AREA LIBRARIES

### CASUAL DAY DONATIONS

This spring, our Allendale office made donations to two local libraries. The Coopersville Area District Library and the Allendale Township Library each received a \$600 donation to help with their needs. AcenTek employee, Lisa Phillips, presented both libraries with the donations made possible by staff donations. Employees can choose to pay to dress casually at work. That money is then matched by the company and donated to area non-profits in the communities AcenTek serves.

Part of our mission at AcenTek is to enrich the communities we serve. We want to support and improve the area towns, which include libraries. AcenTek understands that, even with all the technology available, libraries are a beneficial part of the community. We applaud those who work at area libraries, so our communities can enjoy all they have to offer.



*Abby Black, director of the Allendale Township Library receives the donation from AcenTek.*



*Elyshia Hoekstra, director of the Coopersville Area District Library accepts donation from AcenTek.*



## BUSY WITH GRANTS

### APPLYING FOR FOUR GRANTS IN TWO STATES

With our goal of getting fiber to every customer, we keep a close eye on grant opportunities. Grants help us build fiber faster than we could do without them. That is why the first part of 2025 has been filled with work on grant applications.

The federal grant program, Broadband Equity, Access and Deployment (BEAD), announced they will provide \$42.45 billion dollars to expand high-speed internet across the U.S. Each state is awarded an amount based on a mapping system which determines need per state based on the number of unserved and underserved locations. Michigan will

receive \$1.6 billion dollars, Minnesota will have \$652 million available, and Iowa will receive \$415 million in grant dollars. With that knowledge, AcenTek began planning for where we could apply for those grant dollars.

In January, our team began compiling information for two separate grant applications for fiber projects in Michigan. The first application was for grant-determined locations in South Boardman. This project would bring fiber to 1,028 locations. The second application was for the Rural Northwest Michigan Fiber Project, which includes portions of Mesick, Copemish, Buckley and Hoxeyville. This project would include 2,983 locations. Our applications were submitted in early April. In addition to the two grants AcenTek applied for in Michigan, two grants were also applied for in Minnesota. AcenTek should learn sometime in Quarter 4 if we are successful in securing either grant.

We are not alone in applying for BEAD grants to help with the cost of our fiber projects. We are among many other providers, some much larger than us, who are fighting to win those dollars. Showing such support helps us during the scoring portion of the process. Special thanks to all the residents, business owners, farmers and government officials who have assisted AcenTek by sending in your letter of support. Part of the grant application is proving community support for bringing fiber. Those of you who sent in your letters of support helped us in showing that support. We appreciate your help in attempting to secure these grants.

While grants are helpful with the expense of these fiber builds, most of the cost of each build is ours. While roughly 15% of the total price is swallowed by grants, the remaining 85% of that price tag is ours. We know that our customers are worth every penny and that is why AcenTek continues to make progress on our goal of fiber for all.



# REQUIRED HOME ASSESSMENTS

## WHAT ARE THEY? WHY DO I NEED ONE?

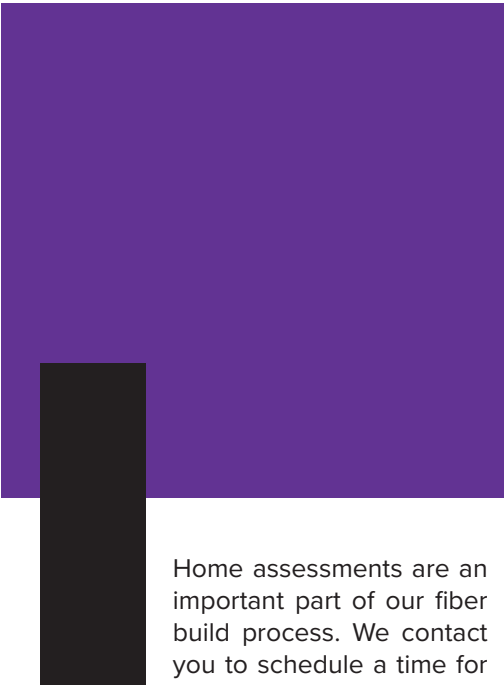
Each fiber project includes a step where AcenTek reaches out to homeowners to set up a time for a visit. This visit, which is referred to as a home assessment, only takes a few minutes and is very beneficial – not only to AcenTek, but also to the homeowner.

Home assessment visits are beneficial to us because we can gather important information needed to complete the fiber build. At the visit, we will take a quick look around to observe specific details about the property as they relate to our fiber build. For example, we look for things like septic systems, sprinkler systems or invisible fences. Our team takes notes and makes drawings of each property. Those notes are used by our engineering team who create a detailed plan for the fiber build which includes the specific details to each location. We also take a look at where existing services enter the home to evaluate if this is the best location. Our goal is to choose the spot that will provide the optimal service once fiber optics are hooked up to the home. Details are also noted about this location and this also becomes part of the plan.

Home assessment visits not only benefit us, but they are also in the best interest of the homeowner. Having a home assessment done ensures that the details of your property are known and planned for when the fiber construction begins, thus eliminating any challenges that were unknown to our team. The visit also ensures that when a home is hooked up to fiber, the customer will not only be getting the fastest speeds but will also have the best coverage in your home because that was planned for during this stage.

If the homeowner is not interested in AcenTek service, having a home assessment done is still beneficial to them for the following reasons:

1. The fiber drop is free. There is no cost to the homeowner if they agree to have the fiber drop put during the fiber project. If they decline and then change their mind about wanting fiber services, there may be a substantial charge applied.
2. Even if the homeowner isn't interested in fiber services through AcenTek, having fiber at your home makes it more valuable. Should you ever choose to sell your home, this is an asset many home buyers look for.
3. You may be happy with your service provider today and have no reason why you'd consider switching to AcenTek. However, in 6 months or a year, things may change. While having the fiber drop installed does not force you to subscribe to AcenTek services, it does give you the option of switching to them in the future, should you so choose.



Home assessments are an important part of our fiber build process. We contact you to schedule a time for our visit that best suits your schedule. The brief visit is the step we take to ensure we are planning for the details of every property, and can provide the home the best experience with AcenTek services.

# MAKING IT CLICK:

## TIPS FOR STAYING SAFE ONLINE



### **VIRUS:**

A type of malware that can replicate itself and spread to other computer systems, often attaching itself to legitimate programs.

#### Prevention:

- Be cautious about suspicious emails, links and downloads.
- Protect your computer by running virus scans on a regular basis.
- Keep your anti-virus software up to date. Windows has built in security software called Windows Security.
- Periodically run a full virus scan, not just the quick scan.



### **RANSOMWARE:**

A type of malicious software that encrypts a victim's files and demands a ransom payment for their decryption.

#### Prevention:

- Be cautious about suspicious emails, links and downloads.
- Protect your computer by using security software and keeping your operating system up to date
- Protect your data by backing it up. Compact USB storage drives are a great investment.



### **PHISHING:**

Trying to trick someone into giving away their personal information, often by pretending to be a trustworthy entity.

#### Prevention:

- Be cautious about suspicious emails.
- Protect your computer by using security software and keeping your operating system up to date.
- Protect your online accounts by using multi-factor authentication.
- Protect your data by backing it up. USB storage drives are a great investment.



### **MALWARE:**

Software that is designed to harm or secretly access a computer system without the owner's informed consent.

#### Prevention:

- Be cautious about suspicious emails, links and downloads.
- Protect your computer by using security software and keeping your operating system up to date
- Be cautious of fake security warnings. Especially message or popup to call a phone number for tech support.
- Avoid unfamiliar websites for any downloads.



### **SPYWARE:**

Software that secretly gathers information about a user's activities without their knowledge or consent.

#### Prevention:

- Don't click on links within pop-up windows
- Choose "no" when asked unexpected questions
- Be wary of free downloadable software
- Don't follow links claiming to offer anti-spyware software





## SAFETY AWARD WINNER SECOND YEAR IN A ROW

For the second straight year, AcenTek was honored with the Company Safety Award at the Minnesota Telecom Alliance (MTA) Conference in Prior Lake in March. Chief Operating Officer, Ethan Webinger, accepted the award on behalf of AcenTek.

The honor is awarded annually to a company that meets or exceeds the safety criteria defined by MTA. They make the decision based on the company's safety training attendance, by performing facility inspections and by making field observations. With the use of various tools and processes, they verify that a company is compliant with OSHA regulations throughout the year.



The staff at AcenTek attend safety classes throughout the year, covering topics that help keep them safe both at work and at home. Some of the topics include CPR, fire extinguisher training, electrical safety, disaster recovery, confined spaces, poisonous plants, insects and rodents, load securement, power tool safety, and bloodborne pathogens. These classes are available to all staff, with certain topics offered specifically to our outside crew. The information learned and skills acquired because of these classes have proven to be essential for our workers when in challenging situations, both at the workplace and in their personal lives. We are grateful to have these learning opportunities during the convenience of the workday.

## WHAT YOU ARE SAYING ABOUT OUR TEAM

“ This internet is the best we ever had. Puts spectrum to shame. It is super fast and it makes streaming a breeze. Awesome prices. If you can get in your area you won't be sorry. The fiber optic cable does the job well. The tech who did the installation did a great job. ”

- Ricky I.



“ Installer was professional, on time and explained the setup. ”

- Matt L.



“ Technician Kirk was super! Was very patient with my many questions and answered all of them. ”

- Kathy O.





## MAKING THE BEST WI-FI CHOICE: MANAGED WI-FI

Reliable Wi-Fi at your home is essential. Whether you work from home or not, everyone depends on their wireless connection to be strong and reliable when they need it. You have two options when it comes to Wi-Fi: purchase your own router, saving yourself from paying the monthly fee, or go with AcenTek's Managed Wi-Fi.

**Option 1:** Purchase your own router (\$60 - \$400, dependent on technology and age). When shopping, consider your internet speed. Older routers cannot handle the speeds. Older routers, along with some inexpensive routers, will only allow for up to 100 meg of traffic at any given time. You will want to replace your router on a regular basis to keep up with the updates in technology. If you are an AcenTek customer experiencing issues with your service, and you have your own router, it may be challenging for our team to troubleshoot and fix the issue. We are unable to access customer-owned equipment and therefore have no ability to see how well the coverage is working. In addition, our technicians cannot work on your router.

**Option 2:** Sign up for Managed Wi-Fi from AcenTek for just \$4.95/month, and we'll take care of everything for you. We will provide you with a router which we regularly update to stay current with technology, plus this gives you greater security. Managed Wi-Fi takes the responsibility of managing your network off your shoulders and allows us to help. This means a quick solution if there is ever a problem. Our technicians will make sure that the router is placed in the optimal location, guaranteeing you the best coverage.

## Why choose AcenTek Managed Wi-Fi:

- **GREATER SECURITY:**

Our routers are kept up to date with regular firmware updates, meaning we do a better job protecting your home against unwanted access and cyber-attacks.

- **BETTER COVERAGE:**

Our technicians will make sure that the most important areas of your home are covered. We can even add another unit if needed to ensure you get the coverage you need.

- **CUSTOMER SUPPORT:**

We offer 24/7 support. We are here to help all our customers, even those who own their own router. However, we are very limited to what we can see and do when you own your own unit. If you have our Managed Wi-Fi, we are able to make changes remotely to the router settings and can better serve you. We can check each device to see signal levels and find potential issues.

- **LATEST TECHNOLOGY:**

We are up-to-date with the latest technology, offering customers the Wi-Fi 6 router.

- **APP TO MANAGE & CONTROL:**

With the AcenTek MyHome free app, you can easily manage your SSID and password, add guest networks, see all connected devices and more. Add on Experience IQ or Protect IQ for even greater control and security.



# Congratulations

## 2025 SCHOLARSHIP WINNERS

For the past 26 years, we have supported young adults as they pursue post-secondary education. AcenTek has given out \$462,000 in scholarships to deserving area graduates. We feel passionate about the education of our youth and are proud to support them by offering a scholarship opportunity in the communities we serve. If you know an area high school student graduating in 2026, point them to AcenTek.net/scholarships. There they can learn details and deadline information for applying.

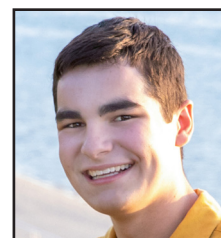
It is with great excitement that we announce this year's scholarship recipients, each receiving \$1,000 to go towards their continued education. These deserving seniors have been accepted into a tech school, college, or university to fulfill their future aspirations. Congratulations to this year's winners! AcenTek wishes you all the best as you follow your dreams.



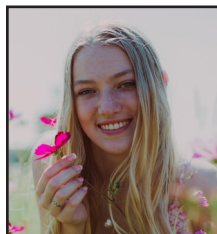
**GREYSON CONVERSE**  
Benzie Central  
High School  
MICHIGAN



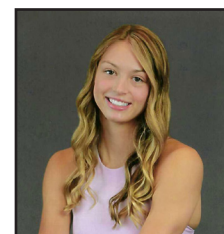
**LEAH DURFEE**  
Forest Area  
High School  
MICHIGAN



**ANDREW KURMAS**  
Allendale  
High School  
MICHIGAN



**NAOMI SMOES**  
Coopersville  
High School  
MICHIGAN



**HANNAH STROEBE**  
Zeeland West  
High School  
MICHIGAN



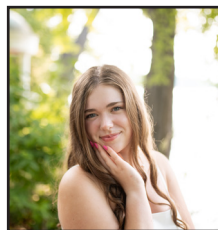
**TAYLOR VENEMA**  
Zeeland East  
High School  
MICHIGAN



**CAITLIN BRAND**  
Houston  
High School  
MINNESOTA



**WILLIAM CARLSON**  
Houston  
High School  
MINNESOTA



**JULIA CARR**  
Houston  
High School  
MINNESOTA



**LAINey HOSTING**  
Mable-Canton  
High School  
MINNESOTA



**LIVIA KABELE**  
La Crescent-Hokah  
High School  
MINNESOTA



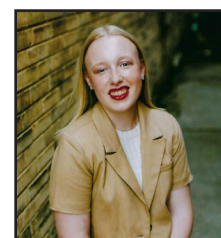
**ISAAC MOSDAL**  
St. Charles  
High School  
MINNESOTA



**DYLAN SCHROEDER**  
Caledonia  
High School  
MINNESOTA



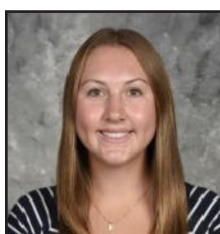
**ADDISON THOMPSON**  
Rushford-Peterson  
High School  
MINNESOTA



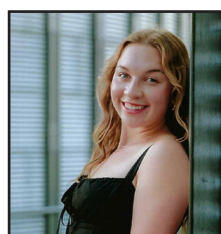
**ROSE WIESER**  
La Crescent-Hokah  
High School  
MINNESOTA



**MARI DELANEY**  
Waukon  
High School  
IOWA



**AVERY DONNELLY**  
North Fayette  
Valley High School  
IOWA



**REESE MCCORMICK**  
Waukon  
High School  
IOWA



**KELSEY TIMP**  
South Winneshiek  
High School  
IOWA



**SUMMER WALLESER**  
Kee High  
School  
IOWA



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*Inviting you inside to learn more*

## OFFICE CLOSED:

MAY 26 | Memorial Day

JULY 4 | Independence Day

SEPT. 1 | Labor Day

NOV. 11 | Veterans Day



AcenTek employees, Scott Flanders, Mike Osborne and Tobias O'Bryant with the Best of Allendale award.

## VOTED BEST IN ALLENDALE COMMUNITY AWARD WINNER

Last November, AcenTek was recognized as the winner of a community choice award, being named "Best in Allendale." Organized by the Allendale Chamber of Commerce, community members were invited to vote for who they thought was the best in many different categories. AcenTek was recognized as the best in the internet category.



Winners were selected based on the total number of votes placed per category. Three employees, along with CEO, Mike Osborne, attended the ceremony to accept the award. This was a great opportunity for us to celebrate our product offerings with the Allendale community, and thank them for their vote.