



Inviting you inside to learn more

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Two Veteran Team Members Retire

In March, our Allendale office said farewell to two long-time employees. MaryJo Knill (left) and Lisa Phillips (right) have both been important contributors to our team for many years.

MaryJo, our Installation and Repair Supervisor, retired after an impressive 27 years. She showed her value by the remarkable way she cared for our customers and by her ability to lead. She became Customer Support Supervisor and then later transitioned into the role of Installation & Repair Supervisor. Her attention to detail, deep industry knowledge and concern for customers made her such an essential part of our team. She was a key contributor who has made a lasting impact at AcenTek.

Lisa was our Customer Support Representative and retired after an incredible 29 years. She has had a remarkable history of taking care of our customers, with some customers asking for her by name. She was a reliable employee with a strong work ethic and supportive attitude. Lisa was always willing to help. That dedication, along with her skill set, has made her an integral part of our team. She is greatly missed around the office, and by our customers.

While their absence is felt at the office, we wish MaryJo and Lisa all the best on their well-deserved retirement. Thank you, both, for the indispensable role you played at AcenTek.



Named the Best

Last November, AcenTek won the Best Internet Provider Award. The Allendale Chamber of Commerce organized the contest.

This recognition means so much to us because it came from our customers. The support, trust, and feedback are what make moments like this possible. This award truly belongs to our customers. We are proud to continue delivering the reliable service to the area.

Tobias O'Bryant (Operations and Facilities Coordinator), McKenzie Lamb (Marketing Specialist) and Scott Flanders (Business Services Consultant) attended the awards ceremony to accept the award on behalf of AcenTek. "We're grateful to serve such a connected and engaged community, and we don't take that for granted. Thank you for choosing us, for recommending us, and for being a part of what we're building here," Lamb stated. This is not the first time AcenTek has won this award. In 2024, we were also awarded this honor.



FIBER FACTS PAGE 2

Learn why fiber is the best by comparing it to other options



EMAIL SCAMS PAGE 4

What you need to know to protect yourself in your inbox

Why is Fiber-to-the-Home the Best?

Comparing Fiber-to-the-Home to Other Solutions

With all the other options out there, do you ever wonder why you need fiber from AcenTek? We are determined to provide the very best for you, and the best is fiber-to-the-home. Why is that the best? Here is a breakdown of why fiber-to-the-home is better than any other option out there and why AcenTek will continue building fiber until every one of our customers is connected.



FIBER-TO-YOUR-HOME vs. Fiber-Powered:

You may have heard the phrase 'fiber-powered' and been misled thinking it was the same as fiber right to your door. Fiber-powered is providing fiber to the vicinity, but not directly to your home. At some nearby point in your neighborhood, the fiber switches to coaxial cable. That cable is what connects to your home. This partial-fiber approach is done by some companies as a way to cut costs but is only moderately reliable. People using services that are only fiber-powered have complained about interruptions to their service, especially in the evening. During peak hours of usage, the congestion can cause dropped connections leading to regular frustration.

FIBER-TO-YOUR-HOME is not prone to electrical interference, is more resistant to weather and provides a consistent connection, from our facility all the way to your home.



FIBER-TO-YOUR-HOME vs. Cellular:

Using cellular means connecting to the internet by using cell towers instead of any physical connection to your home. Those using cellular for internet face challenges since it is affected by signal strength. If you don't have a good signal, you would not be able to be online. Network congestion, significantly slower speeds and possible interference based on buildings or other obstacles near your location were among other concerns.

FIBER-TO-YOUR-HOME offers the 'always on' experience. Designed to have dozens of devices connected simultaneously, performance is consistent. Fiber all the way to your home provides symmetrical upload and download speeds. This is essential when video calling, uploading large files or gaming.



FIBER-TO-YOUR-HOME vs. Hot Spots:

Hot spots can be described as portable device that provides internet by acting like a wireless access point. These are best for temporary use as they are subject to congestion, speed fluctuates with cell signal strength, and data caps. Weather and network congestion can affect performance of hot spots making them unreliable. Hot spots work best with one device, as two or more can result in sluggish performance. Users of hot spots have complained about dead zones, signal drops, and congestion.

FIBER-TO-YOUR-HOME offers higher bandwidth and unlimited data. This makes it the ideal answer for working from home, and for a family who loves to stream movies or game. Fiber-to-the-home supports multiple devices at once, providing unmatched speeds.

Expedited Fiber Plan

Earlier this year our Board of Directors approved a plan to accelerate the plan for building fiber to our remaining customers. More information will be provided later this year, including maps and accompanying dates for when fiber will be available in each of our remaining serving areas.



Fiber to Mesick (and Beyond)

Earlier this year we began building fiber to the Mesick area. This project will involve plowing over 62 miles of fiber and 784 homes. Throughout the spring, our team visited homes and businesses in the project area, making final plans and preparations for the fiber route necessary to connect each location. In March, state permits were approved for our project. Construction began in April and is expected to be completed by December. The first customer in this build area could be hooked up to fiber as soon as July.

In addition to the Mesick fiber builds, we are continuing to build fiber to the following southern Michigan neighborhoods:

- Placid Waters
- Hidden Shores West
- Emerald Springs
- Macatawa Legends

Even if you are already an AcenTek customer, connected to fiber, our continued fiber build outs in the area means a stronger, smarter network for everyone. As we expand into new neighborhoods, we are increasing overall capacity, improving reliability, and investing in the long-term performance of our infrastructure. This investment results in your service staying fast and dependable, even during peak usage times. It also means more friends, family, and local businesses can join the network, helping create a more connected community right here at home.



WHY FIBER? [PAGE 2](#) [Learn more about why fiber is the best](#)

Spotting Email Scams and Knowing What to do

Phishing is when someone sends you an email pretending to be someone you trust. They fool you into doing something you should not do, like give money, share a password or give access to their computer by opening an attachment.

How it works: Through clever wording and pretending to be a person or organization you know and trust, the email persuades you to click the link or open the attachment. If you click the link, you are taken to a website which resembles a legit site. This site offers you a login. Once you log in, your credentials are recorded, then you are forwarded to the real site or to an error page. The error page asks you to log in again, giving hackers an additional chance to log your credentials. Opening an attachment also can result in unpleasant consequences. It can cause malicious software to be run on your computer. This is highly sophisticated software that sits and watches what you are doing. Through this, sensitive information is sent back to the hackers by this software.

What to do if you're unsure: VERIFY INDEPENDENTLY.

If you are suspicious of an email you receive do not click on anything, reply or open any attachment. Be cautious and verify the content outside of email. For example, if you get an email from your bank that you are not entirely sure is legit or not, call your bank. Ask them directly about the contents of the email. They will be able to help you decide if the email is legitimate or not.

What to do if you receive a phishing email:

1. Do not engage.
2. Report it. Within your email client you can report the email as spam or phishing. This will remove the email from your inbox. The email is sent to security teams to analyze the threat, improve filters and help block malicious senders.

How to spot a phishing email:

- 1 Look for misspelled email addresses**
Take a careful look as most often these misspellings are subtle, replacing the letter "O" for a zero or something similar.
- 2 Look for a sense of urgency**
The message will likely be urging you to act now or something negative will happen, like your account will be locked.
- 3 Watch for emails requesting something**
These emails often ask you to disclose your password or other sensitive data. They may also ask you to make a payment.
- 4 Watch for suspicious links**
Always hover over a link to see the web address. If it doesn't match where you believe it should go to, do not click.
- 5 Notice attachments you didn't request**
If you didn't ask for it, be cautious to open any attachment to your email.

EXAMPLE:

URGENT: Your Office 365 account will be suspended in 24 hours → Sense of urgency so you have less time to think

Microsoft <security-alerts@micr0sft365.io> to me → Suspicious sender addresses with small errors that make them look similar

 **Microsoft** → Blurry logo indicates it was copied from online

Dear User

We have detected suspicious activity on your Office 365 account. Your account will be **automatically suspended within 24 hours** unless you verify your identity immediately. → Creating Urgency

Click here to verify your account: <https://office365-verification.secure-login.io> → Links that don't match the claimed destination. Using a zero in place of the "O".

If you do not complete this verification process you will lose access to all your emails, documents and Office applications.

Microsoft Security Team

Pro Tips: Cautious if you were not expecting this email. Always navigate directly to the service provider's website rather than clicking links in suspicious emails.

2026 AcenTek Scholarship Winners

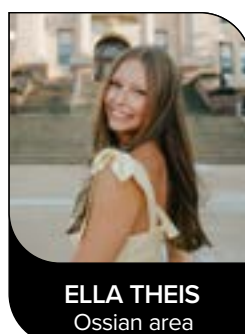
It is with great excitement that we announce this year's scholarship recipients, each receiving \$1,000 to go towards their continued education. These deserving seniors have been accepted into a tech school, college, or university to fulfill their future aspirations. Congratulations to this year's winners!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

For the past 27 years, we have supported young adults as they pursue post-secondary education. AcenTek has given out \$482,000 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. Students who live in our serving areas in Minnesota, Iowa or Michigan can apply for the AcenTek scholarship. Details about the scholarship, along with deadline information, are available on our website. If you know an area high school student graduating in 2027, point them to AcenTek.net/scholarships.

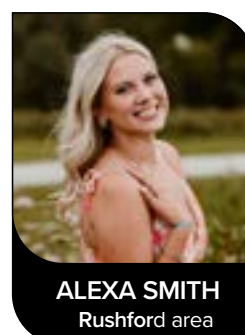
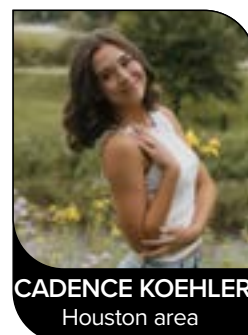
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Iowa

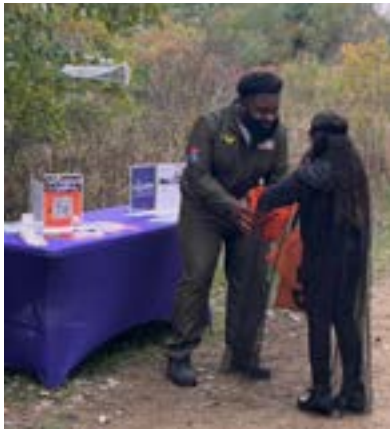


Minnesota



Providing Fun

Last fall our Allendale office participated in Treats & Trails at the Outdoor Discovery Center, handing out a variety of candy and giving people a chance to win a prize. This event brings in approximately 3,000 kids so this was the perfect opportunity to meet some new faces.



We often jump at the chance to interact with the community. It's even better when we get to put on costumes and give away some treats in the process. Operations Manager, Corey Compagner and his son (pictured right) along with Operations and Facilities Coordinator, Tobias O'Bryant (pictured left) represented AcenTek at the event.



Providing Help

AcenTek recently made a donation to help area people in need. Ripple Effect, a nonprofit thrift store, located in Allendale, was requesting donations for Bridge Boxes. A bridge box is simply food and/or care items that can satisfy those in need just until they can get to a food pantry or receive income. Our Casual Day contributions, along with matching funds by our Board of Directors, was used to go shopping for the items needed.

This need served as a reminder that many local families who are working hard still may need a little extra support to make it to their next paycheck, pantry visit, or assistance reload. Bridge Boxes provide more than just essentials like fresh bread, frozen hamburger, shelf-stable foods, and basic personal care items, they offer relief, dignity, and stability during stressful moments.

We are proud to support efforts like these because it keeps our community strong, connected, and cared for. Giving to this cause creates a meaningful local impact.



Providing Cheer

During the holiday season, our Allendale office decided to shine a light in the community by decking their lobby in all things Christmas. A tree decorating contest provided the decor needed to make the office shine bright for all who passed by to see.

Providing more than just services

Providing Guidance

On the morning of April 29th, Tina Swanson, Customer Service Supervisor in our Mesick office, volunteered at Buckley High School. Forest Area Federal Credit Union hosted a Financial Reality Fair for juniors and seniors at the high school. The interactive event was an opportunity for students to experience monthly expenses and expose them to real-world adult scenarios. Eight volunteers from local businesses came to help with the event.

At the event, 65 students choose a career and what they would like to do, how much money they saved money at the credit union, balanced their budget, and visited a financial counselor. "Some made good decisions and some did not," Tina explained. "Those who did not make great choices had to go back and rethink their choices. Whether it be changing their housing (live at home or get a roommate), get a part-time job to help cover expenses or simply cut out the things that are not a priority." This was a great event for us to engage with local youth, while providing guidance about their technology decisions.



Providing Answers

In April, AcenTek participated in a Lunch & Learn for businesses in the Allendale area. Our team hosted a Cyber Security panel in partnership with the Allendale Chamber of Commerce and Aeros Group. John Tabbert (Marketing Manager) represented AcenTek, sharing valuable information for those who attended. This was a great opportunity for us to have an open conversation with the community about security risks and best practices.

Cyber threats are becoming more common, and many people don't have the resources needed to recognize and prevent the threats. This event was a chance for us to help educate people by sharing practical guidance in a way people could understand. We feel passionate about helping our community and giving them the knowledge and tools to keep them safe online is one way we do just that.



Providing Treats

Halloween provided an excellent chance to meet some of the littlest ones in our serving area. Hundreds of children paraded through the elementary school in Mesick last October, showing off their costumes indoors this year, as the weather didn't cooperate.

Our own, Derek Chalker (Operations and Facilities Coordinator) and Denise Cooley (Installation and Repair Supervisor) created some smiles as they handed out treats and toys to all who passed by.



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OFFICES CLOSED:

May 25 - Memorial Day
July 4 - Independence Day
September 7 - Labor Day



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Visit ACENTEK.NET to learn more

ALLENDALE OFFICE:

6568 Lake Michigan Drive, Allendale, MI

Business Hours:

M - F (8:00am - 4:30pm)

Lobby Hours:

M - Th (8:00am - 4:30pm)

MESICK OFFICE:

5351 M-37, Mesick, MI

Business Hours:

M - F (8:00am - 4:30pm)

Lobby Hours:

M & Th (8:00am - 4:30pm)