

What will happen when we come to your community?

- You will receive a letter from NATCO stating when we will begin construction in your community.
- NATCO technicians will begin mounting new boxes on each home and business.
- A contractor will plow fiber to your home or business.
- NATCO will schedule a time to come back to your location to install an indoor battery backup unit and perform some rewiring of your services.

Why is NATCO investing in FTTH?

NATCO is excited to bring you this next generation of communications technology. Part of our commitment to provide exceptional customer service to our customers is to constantly enhance and improve services. NATCO has always been a leader in innovative technologies in north central Arkansas, and has been recognized for its commitment to providing rural areas with cutting-edge technologies. FTTH offers many advantages to residential customers and businesses alike and prepares everyone to enjoy an even greater selection of communications options in the future.

If you have any questions, comments or concerns about this project, please contact us at:

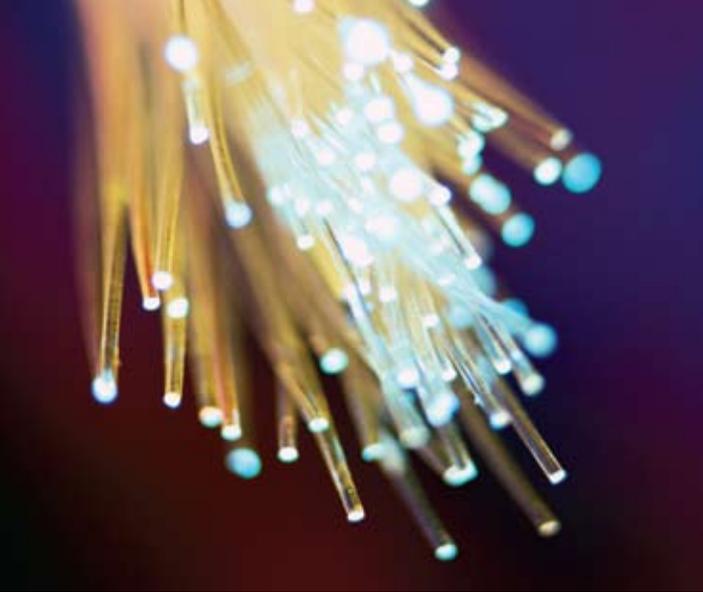


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Answers to your questions about Fiber to the Home





What are the benefits of FTTH?

- **More Bandwidth**

Fiber technology provides almost unlimited bandwidth, which means it has thousands of times the transmission capacity of copper wire. Fiber optic cables carry voice, data and video signals at speeds well over 20 times faster than today's fastest high-speed data connections by using laser-generated pulses of light to transmit the signals. This allows FTTH to accommodate a wide variety of data and video applications, from interactive content and telecommuting to audio and video on demand. The closer the fiber is to a home or business, the more bandwidth will be available for the end user.

- **Greater Reliability**

Because the fiber optic cables are buried, customers are less likely to experience outages due to ice, storms or other external causes. Fiber optic cables are also less susceptible to glitches than traditional copper wires and can withstand the shock and vibration from inclement weather. Fiber does not conduct electricity, is not affected by heat and cold, and has a longer lifespan than copper or coax.

- **More Secure**

Voice and data transmissions via FTTH are more secure than when they are sent over conventional copper cable connections. The use of fiber eliminates the ability to tap, or eavesdrop, through contact with the delivery system.

- **Future Flexibility**

FTTH is considered "future proof" and offers the flexibility to deliver additional services in the years to come. FTTH provides the flexibility to more easily adapt to customer preference, since new products and services can be activated remotely, either permanently or on demand.

NATCO is in the process of installing fiber optic cable to homes and businesses within the communities where we offer telephone service. The following information will help you better understand the process, the fiber system and educate you on some of the new terms you will hear in conjunction with this project.

What Is Fiber to the Home?

Fiber to the Home (FTTH) refers to the installation and use of fiber optic cables to carry digital information directly to homes and businesses. These cables are made up of hundreds of fiber optics, which are long thin strands of pure glass about the diameter of a human hair.

FTTH replaces the duplicate infrastructure that telephone and cable companies previously installed in neighborhoods. Fiber has a higher bandwidth capacity and can easily transmit applications like telephone and Internet, with plenty of capacity left over for other applications in the future.

- **Cost Efficiency**

Fiber optic cable can be made for less than the equivalent length of copper wire and is more durable. Although the FTTH project requires expenditures now, it will save money in the future while keeping us at the forefront of technology.

Will anything need to be mounted on my house or business?

Yes, a box called an Optical Network Terminal (ONT) will be mounted on the exterior of your house. It contains the electronics that convert a signal of light from the fiber into usable phone and Internet. The ONT measures 12" x 10" x 4".



In addition, there will be a box installed inside your home or business to supply power to the ONT. This box will also contain a battery backup in case of power outage. It measures 9.25" x 6.25" x 3.5".



Will FTTH change how my current NATCO services work?

If you are a High-Speed Internet customer with NATCO, you will no longer need a modem. Better yet, your Internet speed will most likely increase due to more bandwidth availability.