

Corporate Location

27 N Minnesota St
New Ulm, MN 56073
507.354.4111
nuvera.net

Office Locations

221 Main St
Aurelia, IA 51005
712.434.5989

2104 E 10th St
Glencoe, MN 55336
320.864.2818

111 Second Ave
Goodhue, MN 55027
651.923.5005

235 Franklin St SW
Hutchinson, MN 55350
320.587.2323

421 S CSAH 34
Litchfield, MN 55355
320.593.2323

4690 Colorado St SE
Prior Lake, MN 55372
952.226.7000

137 E 2nd St
Redwood Falls, MN 56283
507.627.4111

121 Second Ave NW
Sleepy Eye, MN 56085
507.794.3361

22 S Marshall Ave
Springfield, MN 56087
507.723.4211

Nuvera TechTrends

15 Berens Blvd
New Ulm, MN 56073
507.233.3000

Service availability is based on location.

Nuvera's Fiber Internet Expansion Surpasses 20,000 Connections

While summer may be coming to an end, Nuvera's 2025 fiber internet construction season shows no signs of slowing down. Over the past several months, Nuvera has made remarkable strides, reaching a major milestone, surpassing the connection of 20,000 homes and businesses to fiber internet across their service areas.

This year, Nuvera is focused on over 30 active projects, expanding its fiber optic network into new communities such as Howard Lake and Waverly, while also upgrading to fiber infrastructure in well-established locations like New Ulm, Hutchinson, Prior Lake, Savage, Redwood Falls, Elko New Market, and several others. These enhancements are part of Nuvera's ongoing commitment to delivering the most reliable and high-speed internet available.

For those wondering about the construction process, Nuvera ensures yards will be taken care of once fiber installation is complete. Any disruptions to lawns or landscaping during the process will be fully restored once the fiber has been buried. Nuvera's restoration process includes filling any impacted areas with topsoil and grass seed. If you have any further concerns post-restoration, reach out to our team at nuvera.net/construction and click on "Submit a Request Form."

For construction updates go to nuvera.net/construction/updates.

While current customers are automatically converted to fiber internet as soon as possible after construction is complete, tell your neighbors who may not be Nuvera customers to sign up early to ensure they're among the first to enjoy blazing fast fiber internet. Don't forget, you can earn unlimited \$50 account credits by referring your friends, family and neighbors to Nuvera! Go to nuvera.net/refer-a-friend to get started.

Expanding our fiber network isn't the only way Nuvera is enhancing the digital



experience for our customers and communities. Earlier this year, Nuvera announced we now offer speeds of 5 Gig and 8 Gig for residential customers, taking internet connectivity to unmatched heights. Many of your friends and neighbors are already taking advantage of these incredible speeds. Along with fast speeds and reliable service, Nuvera's fiber internet can support multiple devices without interruptions.

Thank you for being a patient partner as we continue our mission of connecting communities to resilient, high-speed fiber internet!

Refer A Friend Get \$50

For each service you refer to your friends or family members, you'll receive a \$50 credit.

There's no limit!

*Offer valid for Internet and Digital TV services (\$50 per service). Service availability based on location. Some restrictions may apply.

Get the Most Out of Nuvera's Online Support Tools

Need help with your Nuvera services? Whether you're troubleshooting internet issues or setting up new features, Nuvera's comprehensive online support resources are here to help—quickly and conveniently.

Live Chat Support

Need fast answers? Our live chat feature connects you with a technical expert in real time—available Monday through Friday, 8 a.m. to 5 p.m. Look for the chat bubble on any page of nuvera.net.

Improved Contact Center

Prefer to talk to someone directly? Call **844.354.4111** to reach tech support Monday–Saturday. Our new queue management system shows your place in line and offers a callback option, saving you time.

Real-Time Outage Map

Stay informed during service disruptions with our outage map at nuvera.net/outage-map. See updates about fiber internet outage issues in your area.

Support Hub

Visit nuvera.net/support to explore a full library of guides, tutorials, and troubleshooting tools covering internet, TV, email, voicemail, and more. It's your one-stop shop for managing and mastering your Nuvera services.

Want to learn more?

Read the full blog post here: nuvera.net/support-services



**That's Nice. ♥
That's Nuvera.**

Every day, Nuvera employees work to improve our customers' internet, TV, and phone service experiences. Their dedication, kindness, and professionalism continue to demonstrate why we're proud to have some of the best people in the business.

- Recently, Heartland Tire in Savage reached out to commend Brandon and Spencer, who helped an elderly man with a flat tire. They brought the tire to the shop for repair and returned the tire to the gentleman's car to install it. "It was sure great to see somebody helping somebody out in this fashion. Kudos for going out of their way to take care of this person!"
- In July, a customer contacted Tech Support after experiencing Wi-Fi

calling issues on his cell phone. Sandy walked him through the fix, and he later called back to praise her politeness, professionalism, and strong product knowledge.

- In May, a customer visited our Litchfield office just to share his appreciation for Tech Support's Patrick. "He was informative and friendly. I really appreciated his assistance."
- Another customer who experienced an internet outage in May was especially impressed by cable splicer Todd's efforts. Todd went above and beyond to restore service, leaving a lasting positive impression.

Stories like these remind us that Nuvera's success is powered by the people behind the service. Whether it's solving technical issues or lending a helping hand outside the job description, our employees embody the values that set Nuvera apart. We're grateful for their dedication—and proud to share the difference they make every day.

Parade Season Highlights



Nuvera enjoyed the summer parade season this year, participating in events across our service area, including: Hector, Elko New Market, Glencoe and Springfield!