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Fiber Q&A . . .

Q. What is fiber-to-the-home?

A. Fiber-to-the-home is a new network that we are installing to bring Internet and possibly other services to your home or business. Fiber optic cable is made up of strands of glass, which are as thin as human hairs, yet mighty in their ability to deliver huge bandwidth.

Q. Why are we installing fiber?

A. Two reasons. 1) We wanted to bring the same fiber network we provide in Everly to our neighbors in local communities 2) Fiber provides nearly unlimited bandwidth, or speed, and can carry all services we offer to customers.

Q. How do you get fiber to my house?

A. Engineers are making construction plans, and residents may see them in the area doing survey type work. Final construction timelines will be announced after the project is finalized and materials can be provisioned.

Q. Do I have to take the service?

A. You don't have to but you'll want to. This is an optional service to citizens and businesses in rural communities, however it is a superior service over what is currently available.

Q. What is so great about fiber?

A. The huge amount of bandwidth fiber can deliver is its greatest strength. The large bandwidth allows us to bring you HUGE Internet speeds, up to 1 Gigabit (1,000Mb) down/1 Gigabit up. The fiber network is the foundation for all future communications and entertainment in your home or business.

Q. I don't understand Internet speeds, why does 1 Gigabit matter?

A. As we all connect more devices (computers, tablets, smartTVs, smartphones) to our Internet and we do more on each device, we use A LOT more bandwidth (speed) without thinking about it. With Fiber you can have all the 'speed' you need, today and into the future. Some day soon, you'll want 1 Gigabit (1,000Mb) and today most homes & businesses have only 20Mb or LESS. With fiber Gigabit is possible NOW.

Q. Will I be able to stream video?

A. Yes, fiber will allow you to stream from popular providers like Netflix, YouTube TV, Amazon Prime, Paramount and many others.

Q. Will it cost anything to switch my services to fiber?

A. There will be no installation costs to you to switch. All of your current equipment should work on the fiber network.

Q. Will a technician need to enter my home?

A. Yes, one of our technicians will need to come to your home to install equipment inside and outside your home. But, we will call to make an appointment, so you will have time to plan.



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