

## FAQ: Mapleton Fiber-to-the-Home Project

### 1) What is Fiber-to-the-Home?

Fiber-to-the-Home (FTTH) also called fiber to the premise, refers to the installation and use of optical fiber cable to transmit telecommunication services. Fiber optic-based networks can deliver large amounts of digital information (data, video, telephone, etc.) more efficiently than traditional copper or coaxial cable.

### 2) How is fiber better?

Not only is fiber-optic Internet many times faster than even the highest speed copper Internet connections, but it is also not a shared connection. Other benefits include a more reliable network, symmetrical speed (same speeds downloading as uploading), further added security and no speed throttling!

### 3) What services will be offered?

- a) Internet—ReadiTech is offering three Internet speeds:
  - i. *Gig—Speeds up to 1 GB/1 GB*
  - ii. *Extreme—Speeds up to 500 MB/500 MB*
  - iii. *Essential—Speeds up to 250 MB/250 MB*
- b) Voice—Get unlimited local and long distance, plus customer calling features of Voice Mail, Caller ID and Call Waiting for \$24.99/month.
- c) Television—ReadiTech is not offering traditional Television services currently. However, we have antennas available used to reach the Fargo local channels and assist with over-the-top streaming services (Roku, Hulu, etc).

### 4) What will the construction process look like?

- a) Our contractor's MP Nexlevel and Stellar Trenching will bore fiber within your city limits. They are working on the main lines and connecting them to our central office at 42 Langer Ave in Casselton. The lines are buried 42 inches.
- b) Then they will be placing the cables from the main lines to the premise (both residential and business). A boring machine will be used to bury the cable 18 inches and minimize the disruption of lawns and property. This method of fiber cable placement is the least invasive, however, property owners could notice a very narrow plow scar, but we pack these down. With normal watering, the scar line will disappear within a few weeks. We will also reseed areas needed to keep your lawns looking pristine.
- c) A Readitech technician will be in contact with the landowner to obtain permission, discuss and review any underground utilities or other facilities that may be in place.
- d) The Readitech crew will discuss and decide with the property owner the placement of the NID (Network Interface Device) and ONT (Optical Network Terminal) device. This device connects the fiber that has been placed outside your home in the NID to your modem/router.

**5) Is there at cost for this construction?**

No, not currently during city-wide construction.

**6) What if I don't want to purchase services from ReadITech currently?**

We completely understand that some people are loyal to their current providers or are in contracts. However, we do suggest and ask property owners to allow us to place fiber on their land as during initial construction there is no cost to you.

*a. If you decide later that you would like our services, you will be charged a construction cost.*

*b. Fiber-to-the-Premise increases property value. A fiber connection has an impact on home prices like other home improvement projects. A 2015 study found that the impact of fiber on property values can be more than three percent. On a \$300,000 home that is a \$9,000 increase!*

**7) What type of equipment will I need to obtain your services?**

There is no equipment to buy for the Internet service! Residential customers will be provided with a free leased router.

**8) Do I need to sign a contract?**

No. However, if you sign up before Dec. 31, 2021 your rates will be locked in for four years.

**9) How long will the installation process take?**

The time required for each installation will depend upon the services requested. This will be discussed and explained by the technician.

**10) Will DRN provide inside wiring for jacks?**

Yes, if you would like to hardwire your telecommunication services. Time and material cost will be applicable in this situation.

**11) Who do I contact if I have more questions?**

If you have further questions or concerns, please feel free to contact a Customer Care Specialist at 347-2020 or toll free at 877-559-4692. You can also visit [www.readitech.com](http://www.readitech.com) for more information.

**12) Who do I contact if I am not satisfied with contractors' placement of cables or they damage my property?**

Contact Randy Krause or Bob Meyer at 347-2020 or 877-559-4692.