

# Fiber to the Home FAQs

Don't see your question answered below? Give our office a call at 563-427-3222. We're happy to help!

## How Fiber Works & Why You'll Love It!

### *Is Fiber right for you?*

If you work or learn from home, stream in HD or 4k, use smart home devices, game online, or run a small business, then fiber isn't just a good option- it's the best choice available for speed, reliability, and performance!

### *What is Fiber?*

Fiber is the most advanced and reliable form of internet available today. It uses fiber-optic cables - thin strands of glass- to deliver data using light signals instead of electricity like traditional internet types. That means information travels at nearly the speed of light, allowing for incredibly fast and reliable connections!

### *Is Fiber Internet really faster than other types of internet?*

Yes! Fiber-optic internet offers the fastest and most consistent speeds currently available to consumers. Fiber-optic cables transmit data as pulses of light through glass strands, other types use electrical signals, which are slower and lose strength over distance. Fiber connections will also give you a dedicated line to your home, so you're not sharing bandwidth with your neighbors-unlike traditional internet options, which slows down during busy times.

### *How is Fiber more reliable?*

Fiber isn't just faster- it's also far more reliable than traditional options. Fiber cables are buried underground, that means rain, snow, lightning, and extreme temperatures have little to no effect- unlike cable or satellite signals that can weaken or go out during storms. With traditional cable or DSL, the farther you are from the source (like a local hub), the weaker your signal becomes. Fiber maintains strong, consistent signal strength even over long distances- so rural or edge-of-town home still get full speed!

### *What Services will be offered with a Fiber line from Hawkeye Telephone Company?*

Hawkeye Telephone Company offers high-speed Internet plans up to 1 Gigabit speeds, Reliable telephone services-possibly keeping your current phone number, and crystal-clear TV lineups with High-Definition, DVR, and Premium channels available!

# **The Construction & Installation Process**

## ***What is the Permission to Bury Fiber Form?***

Verifying your address is within our project area, the first step to getting your address added to our Fiber Construction list is by completing a Permission to Bury Fiber Form. We'll schedule a short visit with one of our technicians, who will bring the form for you to review and sign. During the visit, they'll ask a few quick questions about any existing underground utilities on your property. Once the form is complete, you and the technician will decide on the ideal location for the Network Interface Device (NID) on your home or business. A box mount sticker will then be applied to mark that spot.

## ***What is the Construction Process to get a Fiber Drop to my home/business?***

Once the Permission to Bury form is signed and a box mount sticker is placed on the structure, our contracted trenching company will install a fiber drop- a single fiber line- from the nearest pedestal (connected to the main fiber line) to your structure. The fiber line is then connected to a Network Interface Device (NID) mounted on the exterior of the building where the box mount sticker was placed. After the NID is installed, our contracted splicing company will complete construction by splicing the Fiber line and finalizing the connection to our network.

## ***What is Splicing?***

When two Fiber cables need to be connected (like the main line to your homes drop line), they are spliced- which means the glass fibers inside are carefully joined together so the light can pass through seamlessly. The First step in splicing is preparing the cable in which the outer layers of the cable are carefully stripped away. The fiber is then cleaned to remove any dust or oil, once cleaned the Fiber is then cut and a special machine melts the glass fibers together using an electric arc. After the Fiber lines are spliced together a protective shrink sleeve is placed over the splice and the connection is tested.

## ***Will the trenching of fiber drop disturb my yard or property?***

Our contracted Trenching crew does a great job at leaving your property in good condition, but some disruption may occur. The crews often use directional boring which minimizes surface disruption while burying the Fiber line.

## ***Why are there flags in my yard?***

The colored flags in your yard are utility markings. They show where underground lines are located so crews don't hit them while digging. It's important not to move or remove these- crews use them to dig safely and to avoid outages!

## ***How deep is the Fiber Line buried?***

The Fiber drop to your home is buried 18 -24 inches.

## ***Will I need special equipment to use Fiber-Optic Internet?***

No, during the construction phase we stop on the outside of the property connecting the fiber to the grey enclosure box (NID) that will be mounted to the outside of your home. We will, however, install new equipment inside the home should you decide to take service with us once your line is active.

### ***I've signed up for a Fiber drop, how long will construction take?***

Due to the possibility of weather delay, we cannot provide exact timelines. As soon as construction is complete and the Fiber Line is active, we will mail an activation letter to each address. We recommend contacting our office at 563-427-3222 or watching our Facebook page for updates!

## **Signing up & Cost**

### ***How do I find out if I'm in Hawkeye Telephone Company's Service Area?***

We send out postcards to available addresses in all of our new project areas, but we always recommend contacting our office at 563-427-3222 to check your address for availability!

### ***What is the cost to sign up?***

If you are in our current project area, signing up is at no cost and no obligation to take the service!

### ***I'm not sure I am ready to switch providers, should I still sign up for a Fiber Drop?***

Absolutely! We recommend taking the Fiber Drop during the initial construction phase even if you are not sure you want to switch providers. At this time the Fiber drop is at no cost and no obligation to take the service and may add additional value to your home!

### ***If I rent, am I able to get a Fiber Drop?***

If you rent a house or apartment we recommend contacting our office, however, we will need the property owner's authorization on the permission to bury form in order to be placed on our construction list.