

FTTH Customer FAQ



World-class fiber broadband Internet service will now be accessible directly from broadband design and construction management leader Conexon. Connect is a new internet service provider (ISP) created and structured by Conexon to operate fiber-to-the-home networks for cooperatives and investors.

The debut of Connect is one more way that Conexon is transforming rural America by meeting the needs of residents and cooperatives in the heart of their communities. Through Connect, high-speed Internet becomes infinitely more accessible and affordable, closing the Digital Divide at last for populations previously left behind.

Connect facilitates co-op entry into broadband through shared investment and commitment to delivering high-speed fiber internet to 100% of co-op members.

Conexon Connect – Fiber Internet Service Provider

What is the role of Conexon Connect?

Connect is the internet services provider (ISP) subsidiary of broadband solutions provider Conexon. The subsidiary was formed to operate and manage cooperative and investor-owned fiber-to-the-home networks.

Connect leverages Conexon's decades of co-op operations, fiber-optic design and construction, telecommunications, federal and state lobbying and customer experience management expertise to successfully launch and operate projects. The Connect approach is to work exclusively with electric cooperatives to launch and deploy high-speed fiber-optic networks – the gold standard of communications transmission – enabling them to offer world-class fiber broadband to 100% of their members.

How is Connect different from Conexon?

Conexon works with Rural Electric Cooperatives to bring fiber to the home in rural communities. The company is composed of professionals who have worked in electric cooperatives and the telecommunications industry, and offer decades of individual experience in business planning, building networks, marketing and selling telecommunications. Conexon offers its electric cooperative clients end-to-end broadband deployment and operations support, from a project's conception all the way through to its long-term sustainability. Connect was formed and structured by Conexon to actually manage and operate FTTH networks for cooperatives and investors.

Who is partnering with Connect?

Conexon Connect will partner with electric cooperatives to build a 100% fiber network to serve all homes and businesses in the co-ops' territories. Two electric cooperatives have already signed on:

- Central Georgia Electric Membership Corporation (Jackson, Ga.)
- Southern Rivers Energy (Barnesville, Ga.)

Conexon is excited to get started with these cooperatives to launch networks and service that will change lives and communities.

What is Connect at work on now?

Connect recently participated as part of Conexon's Rural Electric Cooperative Consortium, a bidding entity awarded over \$1.1 billion through the FCC's Rural Digital Opportunity Fund Phase I auction to deliver broadband service at the gigabit (highest service level) tier. The Connect awards encompass dozens of electric co-op territories throughout 10 states. The ambitious initiatives will deliver lightning-fast symmetrical broadband service to millions of Americans – fiber to 100% of rural homes and businesses in all the territories awarded in the RDOF auction.

Coordination and preparation for the first fiber network deployment is already underway, in partnership with the Georgia EMCs. Right now, Conexon is navigating the FCC and state commission application process to receive the funding won in the RDOF auction so we can get started on our first projects. Details about national build plans will be announced soon.

How can I learn more about partnering with Connect?

The company's intent is to partner with the electric cooperatives serving the territories awarded under RDOF. Additional announcements will be made as partnerships are formed. If you are interested in partnering with Connect, get in touch. We can take your community to the next level of access and connectivity.

The Conexon Story – What makes Conexon different?

Conexon Partner Randy Klindt is considered an electric cooperative broadband pioneer with over 20 years of experience, and is widely credited for architecting the most efficient, affordable and sustainable fiber-to-the-home design in use by electric co-ops today. Partner Jonathan Chambers has over 25 years of telecommunications regulatory and federal funding experience and spearheaded the largest, most successful bidding consortium in the FCC's history. Together they have established Conexon as the leading end-to-end solutions provider for electric cooperatives serving their members and communities with fiber internet. Conexon's commitment to cooperative principles makes us different from our competitors in the mission to bring fiber broadband to rural communities – and our record of success proves the model works. With our clients, Conexon has designed more than 100,000 miles of fiber, builds more than 30,000 miles each year and has connected over 150,000 subscribers.

Georgia Partnership Fiber-to-the-Home Project

What is the scope of the FTTH buildout in central Georgia?

The project is a partnership between Conexon Connect, Central Georgia Electric Membership Cooperative, and Southern Rivers Energy. The FTTH buildout, encompassing 6,890 miles of fiber, will serve more than 80,000 middle Georgia homes and businesses spanning 18 counties.

Upon project completion, 100% of both cooperatives' members will have access to high-speed broadband Internet.

What role does each entity play?

Under the partnership, design and construction of the FTTH network will be led by Conexon. Upon completion, the network will be managed and operated by the Connect subsidiary. The FTTH networks will be owned by Central Georgia EMC and Southern Rivers Energy.

When will construction of the network begin?

In this earliest stage of the project, a date to commence construction has not yet been finalized, as Conexon continues work on planning and meeting FCC and state commission requirements. We will continue to communicate all milestones and new information with co-op members frequently and consistently.

How is the project funded? Will cooperative members' electric bills increase to pay for the FTTH network?

No. Electric rates will not be raised to subsidize the buildout or deployment. Together Conexon, Central Georgia Electric Membership Cooperative, and Southern Rivers Energy are investing over \$200 million to build the network, which will enable improved electric service and increased reliability through smart grid capabilities in addition to delivering world-class internet access.

The Technology – Internet Service

What is a fiber-optic network?

Fiber-optic systems are made up of tiny strands of glass that carry data using light waves, resulting in much faster internet speeds and better reliability than traditional copper lines. Most internet providers use fiber in their systems but use copper lines for the final connections to the home, resulting in slower speeds. Southern Rivers Energy, Conexon, and fellow cooperatives believe 100% FTTH is the best, most sustainable communications choice. With our FTTH service, we offer “symmetrical” speeds, meaning you'll enjoy the same high speeds whether uploading or downloading.

What makes fiber so special?

A fiber-optic network sends and receives data at the speed of light. In addition to super-fast transmission speeds, a fiber-optic network can carry an extremely high amount of data. Fiber is also more reliable than other networks, because it's less susceptible to interference and damage from lightning and other acts of nature.

What does the term “broadband” mean?

Broadband commonly refers to high-speed internet access that is always on and faster than traditional dial-up access. Broadband fiber-optic networks can deliver voice, data, video and email services over the internet.