

# FTTH Customer FAQ



Mountain View Electric Association, Inc. is excited to bring world-class fiber broadband internet to 100% of our membership. Our electric cooperative is partnering with rural fiber-optic leader Conexon Connect to build a fiber-to-the-home (FTTH) network – the gold standard of communications transmission – over the existing electric distribution infrastructure that will enable fiber to be brought directly into your homes and businesses and deliver reliable, high-speed internet services.

## **The Fiber-to-the-Home Project**

### ***What is the scope of the FTTH buildout?***

This FTTH buildout, encompassing over 4,500 miles of fiber, will ultimately reach 100% of Mountain View Electric Association's more than 58,500 members in portions of Arapahoe, Crowley, Douglas, Elbert, El Paso, Lincoln, Pueblo, and Washington counties.

### ***Who is building the network?***

Mountain View Electric Association is partnering with Conexon Connect for this ambitious project. Under the partnership, design and construction of the FTTH network is being led by Conexon, with the network managed and operated by Connect, powered by Mountain View Electric Association.

Connect 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 such as MVEA to launch and deploy high-speed fiber-optic networks to offer world-class fiber broadband to 100% of co-op members.

### ***When will construction of the network begin?***

The project is already underway! MVEA and Conexon Connect teams are hard at work, designing and mapping the network – ironing out the path the fiber will take, making sure the footprint follows a logical and efficient path along MVEA's electric infrastructure and nearby communities. We will communicate milestones and new information with our membership throughout the project. Make sure you are following MVEA's Facebook and Connect, powered by Mountain View Electric Association's Facebook for the latest!

### ***Where will the internet service be offered? Where will you get started first?***

The buildout will be completed in phases, and eventually, it will reach all of Mountain View Electric Association's more than 58,500 members in portions of Arapahoe, Crowley, Douglas, Elbert, El Paso, Lincoln, Pueblo, and Washington counties.

## **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. MVEA, Conexon, and fellow cooperatives believe 100% FTTH is the best, most sustainable communications choice. Connect's FTTH service offers "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.

## **The Next Steps – Getting Service**

### ***How will I get FTTH services through the co-op?***

While MVEA owns the fiber infrastructure, Connect, powered by Mountain View Electric Association, is the internet service provider. Service and billing is through Connect. MVEA members can check availability and sign up for service by visiting [www.connectsignup.com](http://www.connectsignup.com).

### ***What packages will be available?***

Visit [ConexonConnect.com](http://ConexonConnect.com) for more details, current pricing, and promotional offers.

### **Internet**

- 200 Mbps
- 1 Gig (1,000 Mbps)
- 2 Gig (2,000 Mbps)
- Managed Wi-Fi services (always recommended)

### **Home Phone**

- 100 Mbps

**Command IQ:** (to be branded Conexon) gives you easy access to a snapshot view of your home or small business network. Through the app you can view all the connected devices on your network, set up parental controls or a guest network, change your SSID and password, and more. *(This will be included in all packages)*

**Parental Controls:** an extensive set of controls that allow parents to easily create and enforce online rules for the users and devices in their home networks. It also gives them peace of mind by protecting their children from inappropriate or harmful content.

**Security:** network-level security application that provides malicious website protection, anti-virus and anti-ransomware packet inspection, and intrusion detection. The service proactively monitors network traffic coming into the home, automatically blocking anything that looks suspicious.

Crystal-clear home phone service with unlimited local and long-distance calling to the U.S. and Canada is also available for a base price of \$29.95 plus applicable regulatory fees and taxes (fees vary by county). Although we cannot control the costs of these local taxes and regulatory fees, Connect residential phone service is, in most cases, very competitive with other services in the market.

Packages and pricing for business internet and phone is also available. Contact Conexon Connect for more details and a custom quote.

***Are there data caps with this service?***

There will be no data caps or bandwidth throttling (intentional slowing or speeding of internet service) with this service.

***How long will it take before we have access to the service? What is involved in the process of building a fiber-to-the-home network?***

The buildout will be completed in phases, and eventually, it will reach all of Mountain View Electric Association's more than 58,500 members. Construction of a fiber network is a complex process involving numerous contractors and dependent on a number of variables that include length of the circuit, terrain and soils, weather, and other external factors. Construction for each phase of the project is divided into seven stages. Each phase is expected to be completed within 12 to 18 months after it is announced. Service availability is subject to evolving project timeframes. Visit [www.mvea.coop/internet](http://www.mvea.coop/internet) for project updates and use the "Check Availability & Sign Up For Service" option for updated timeframes for a specific address.

## **The Benefits**

***Why are you offering broadband service?***

Our communities have long suffered from a lack of broadband equality – access to the same speeds and capabilities as those in less rural areas. Broadband availability across our service area will help close the digital divide between those who have access to advanced technology and those who don't. A few of the many advantages of broadband access are:

- Online teaching capabilities allowing our students to learn from home
- Healthcare benefits such as telemedicine
- Work-from-home interoffice connectivity and videoconferencing capabilities that will help professionals stay in their homes while being optimally productive
- Quality of life improvements through enhanced communications

- Economic development and growth in rural areas. Access to high-speed internet can raise home prices and attract businesses to communities.

In addition, by connecting MVEA’s electric substations and offices with fiber, we will create a smart grid with more automation capabilities to better serve our members. Smart grid capabilities – the standard for optimum electric infrastructure – allows our devices to communicate with each other and delivers benefits such as improved power outage response times, better load balancing, more efficient electricity delivery, and others.

***How will I benefit from fiber internet access?***

Our primary reason for partnering with Conexon Connect is to offer high-speed internet services to meet the needs of members like you. You will no longer have to rely on DSL, fixed wireless or satellite internet to stay connected online. You will be able to stream high-definition media smoothly and quickly, have the data capacity to download and upload data such as files, photos and videos at super-fast speeds, and have access to the latest technological advancements and applications. Our FTTH world-class service will be reliable, affordable, and backed by your local, trusted co-op.

You will be able to run multiple devices – such as cell phones, computers and laptops – simultaneously in your home or business without decreased download and upload speeds. The table below gives you a speed comparison between what you may have now and what’s possible with FTTH.

*	Typical dsl/wireless/satellite (3Mbps)	Standard internet speed (25 Mbps)	High-Speed internet (100 Mbps)	High-speed internet (200 Mbps)	Ultrafast INTERNET Up to 1000 Mbps (Gigabit)
Download 100 photos	14.7 minutes	1.8 minutes	26.4 seconds	13.2 seconds	2.8 seconds
Download HD movie	4.8 hours	34.4 minutes	8.6 minutes	4.3 minutes	54.3 seconds
Download 50 Songs	8.2 minutes	1 minute	14.7 seconds	7.3 seconds	1.5 seconds
Download 50GB Game	39.8 hours	4.8 hours	1.2 hours	35.8 minutes	7.5 minutes

\* Download speeds calculated using the following averages:

Phone Photo – 3.15 MB

HD Movie – 6 GB

Song – 3.5 MB

Game – 50 GB