

# WIDEOPEN FAQs

## **How long will it take to get connected?**

Once we have reached the a 50 to 60% commitment mark from you and your neighbors, construction would start immediately and would be completed in about 120 days. (The minimum requirement varies by housing density and neighborhood size.) You could have wide open speeds over Gig fiber and be using your new Internet services by fall. It will help if you talk to your neighbors and let them know about the opportunity. Improve your chances of accessing fiber in your neighborhood and *Take the Survey* at [www.wideopenblacksburg.net](http://www.wideopenblacksburg.net)!

## **Who will provide Internet service?**

Subscribers on the WideOpen Blacksburg network will be able to sign up for a variety of services from multiple providers. Biznet, our Provider Partner, is currently offering business class 250Mbps x 250Mbps and 1Gig x 1Gig internet packages and VoIP.

## **Will I have a choice of services?**

BizNet Technologies is our first internet service provider on the network. As we add subscribers, we expect to be able to offer other providers if there is demand. Each home can customize and choose their TV package directly with streaming providers: Hulu + Live TV, YouTube, or a custom combination of individual networks. Smart TVs, Roku and AppleTV help with quick and easy connections to streaming services. Homeowners can also set up their security systems with DIY box systems similar to Ring or Nest, or contract with established security systems like ADT. Contact us about proper connection of Telehealth services for your connected health equipment.

## **Will we be able to switch providers in the future?**

As we add providers to the network, you will be able to change from one provider to another. Some providers may require one or more month's advance notice of termination. You will be kept informed about new service provider offerings.

## **What will I get with my installation?**

Each home connected to our distribution network gets a Gigabit fiber connection that runs back to a neighborhood cabinet where the network equipment is located.

## **Will my lawn get torn up?**

The contractors will repair any damage caused by installing the cable from the street to the house. The contractor will bore under paved driveways and gravel driveways will have a very narrow trench dug across them that will be repaired as soon as the conduit is laid.

## **How long does fiber last?**

Fiber typically lasts thirty years or longer if left undisturbed. Studies indicate that homes with fiber connections generally sell for \$5,000 to \$7,000 more than homes without fiber. It is a better investment than adding a new deck or upgrading a master bath, both of which cost more than fiber and return less when you sell your home.

## **How do I pay for it?**

You can make a one time payment to cover the costs of installation, or National Bank of Blacksburg can provide loans to homeowners to spread out the costs over one or more years.

## **Isn't wireless cheaper?**

Wireless does not have the capacity that most homes will want even in the next two to three years. Streaming video services from Netflix, Hulu, Philo, Sling and Fubo use up significant amounts of monthly data allotments, even on "unlimited" contracts.

## **What happens if I sell my house?**

The fiber cable would transfer with your home to the new owner. Homes with Gigabit fiber sell more easily and are in higher demand than homes with access only to cable, DSL or satellite.

## **Will there be TV service?**

Streaming TV and video over fiber has never been faster or more flexible. High speed internet allows the consumer to completely customize their television viewing experience. Buy only the channels you want straight from individual networks or sign up with an "All Your TV In One Place" provider similar to Hulu + Live TV (local channels), Philo, or Sling.

## **What happens if the power goes out?**

The equipment that is used to connect a neighborhood will have battery backup that will last several hours--longer than 90% of power outages. Residents can add battery backup to the equipment in their home so that the Internet and phones will work during a power outage.

*Want Fiber in your neighborhood?*

*Take the Survey at:*

[WWW.WIDEOPENBLACKSBURG.NET](http://WWW.WIDEOPENBLACKSBURG.NET)

