

# Fiber to the Home FAQ's

## What is Fiber to the Home?

Fiber Internet (also referred to as broadband) access can be provided to residents over a variety of infrastructures. When the infrastructure used is fiber optics, it is called fiber to the home (FTTH). In this delivery model, the District extends its broadband network using fiber from its nodes all the way to a home. Fiber to the home is the fastest growing method of providing vastly higher bandwidth to consumers and businesses, enabling more robust video, internet, and voice services.

## How much will this cost me?

There is no cost to the property owner for the build of the fiber network or installing the drop to the house. This is all funded by a grant through the Washington State Broadband Office. The only cost to the owner will be if they sign up for internet service.

## How/When do I get service?

The PUD is a wholesale telecom provider. As such, the District does not sell services across the fiber directly to end users. Instead, the PUD contracts with multiple Retail Service Providers (RSPs) that can provide retail services to end users across PUD owned telecommunication infrastructure.

To enable services across the fiber, contact any or all of the RSPs on our network and find the right service for you. We encourage you to call multiple providers in order to 'shop around'. The list of current RSPs can be found *here*.

There are five general steps in order to 'turn up' service to your home.

1. You will need to sign up with a RSP (see above). You can do this prior to the completion of the construction if you choose.
2. Contractors need to complete 'dirt work'. This consists of the installation of aerial and underground fiber and vaults along the streets and underground or aerial drop to the house.
3. Contractors need to 'pull in' the fiber optic cable. This means that the contractor will be installing the underground cable into the conduit in the street. This is achieved by various methods but it is commonly referred to as 'pulled' in the industry.
4. Contractors need to complete the splicing in your area. Once all the cable has been placed in the conduits all the way to your home, the contractor will splice specific cables together as specified by the District. This will provide a strand of fiber cable from your house all the way back to the nearest electronic cabinet. This step also includes the installation of a grey utility housing box on the exterior of your home into which the small drop fiber will be terminated.
5. For those customers that have signed up with a RSP, the RSP will install a small power supply and install an Optical Network Terminal (ONT) inside your home. The newly installed electronics are tested to make sure they are 'talking' on our network. Once that is complete, your RSP will finalize the installation which usually involves running a network cable into the house and connecting some kind of router or other network equipment.

The timing of completion is difficult to predict. While the contractor's bid allows for up to two years to complete all the work, different areas will complete at different times. The best indicator that your home is close to being ready for 'turn up' is the installation of the enclosure on your house and the drop fiber terminated inside.

### **Must I have fiber installed on my house?**

No. While it is not required to have fiber constructed all the way to your home, there is no cost to you to have it done during this build. If at some time in the future, there is a desire to have the fiber constructed to the house after the project has been closed, there would be a charge for the construction at that time (which can run into the thousands of dollars depending on the situation). The terms of the project require the District to make fiber available at each house unless there is a viable reason not to. If the homeowner does not want to have fiber installed all the way to the house, they can contact us at [ftth@fbbconnect.org](mailto:ftth@fbbconnect.org) to request an opt-out form to sign and return to the PUD.

### **Do I have to use the fiber if it is installed to my home?**

No. The project does not require homeowners to take service across the fiber. The goal of the projects is to facilitate the availability of advanced broadband to the homes in the project area.

### **Where will the fiber be installed on the house?**

Ideally, the fiber enclosure will be installed near your existing electric meter as this lends itself to easier District interactions with the meter in the future.

### **What if I have multiple living units on the same property?**

Only one fiber connection can be established per property. If a property has additional living quarters (i.e. a mother-in-law house or apartment above the shop), the property owner would be responsible to establish connectivity to those out buildings from the main fiber connection.

### **Who do I call if I have a problem with my Internet Service?**

Please contact your RSP directly if you are experiencing problems with your subscription or connection. Providing as much information as possible to your RSP will help resolve issues quicker. Be prepared to provide your RSP with answers to these questions:

- Have you connected your network cable directly into the data socket, or are you using a router or another kind of wireless connection?
- If so, do you experience the same problem if you connect a network cable directly to the data socket?
- Have you tried to change your network cable?
- Do you experience the problem at a particular time of day or throughout the day?

After investigating the issues, your RSP will contact the PUD if necessary.

If you have further questions, feel free to reach out to us via e-mail at [ftth@fbbconnect.org](mailto:ftth@fbbconnect.org) or by phone at 509-542-5905.