

Fiber to The Home Frequently Asked Questions

WHAT ARE THE ADVANTAGES OF FIBER OVER COPPER LINES, FIXED WIRELESS AND SATELLITE?

Fiber offers lots of advantages. They include: — More Bandwidth. Fiber has the capability to transport virtually unlimited bandwidth. This will accommodate today's increasing demand for high-speed internet connections — the result of multiple users and devices engaged in applications such as streaming. The closer the fiber is to a home or business, the more bandwidth will be available for the end user. Copper lines, fixed wireless and satellite services cannot come close to matching fiber's bandwidth capabilities. All of this, plus you get unlimited bandwidth and data usage — 24 hours a day, 7 days a week.

— More Internet Speed. Because fiber-optic technology uses light instead of electricity to transmit data, the frequencies that are used are much higher and the data capacity is much greater. Light moves extremely fast (186,000 miles per second), enabling internet speeds up to 1,000 Mbps (one Gigabit) on fiber-optic networks — 100 times faster than a common 10 Mbps residential copper or fixed wireless connection.

— Greater Reliability. Fiber-optic cables are less susceptible to glitches than traditional copper wires and can withstand the shock, vibration and interferences from inclement weather — unlike towers and satellites.

— Future Flexibility. FTTH is considered "future proof" and offers the flexibility to deliver additional services in the years to come.

IS FIBER INTERNET (FTTH) FASTER AND MORE RELIABLE THAN FIXED WIRELESS INTERNET?

When you choose WCTA to be your internet provider, you'll have access to speeds up to 1 Gig with no "fine print" contracts and no data caps. Plus, unlike wireless towers, our fiber network is buried underground and not impacted by rain, snow and extreme temperatures.

WHAT IS GIG SPEED?

When it comes to internet speeds, you're probably used to seeing them expressed in Mbps (Megabits per second) — such as 10 Mbps or 100 Mbps. Thanks to fiber, get ready to add Gig to your internet speed vocabulary. A Gig (Gigabit) is the equivalent of 1,000 Mbps.

WHAT CAN YOU DO WITH A FAST FIBER (FTTH) INTERNET CONNECTION?

— Stream Videos, Movies and TV Shows Seamlessly. Fiber connections enables you to stream high-definition (HD) video content with virtually no delays or buffering.

— Easily Handle Multiple Users and Devices. With a growing number of internet-connected devices in homes and businesses, each user's speed can decrease. This won't be a concern with fast fiber connections, since it offers plenty of bandwidth for everyone.

— Download and Upload Files, Photos and Videos at Incredible Speeds. Large files that used to take minutes (or even hours) to download or upload can be done in seconds with a fast fiber connection.

WHAT ARE THE BENEFITS OF HAVING FTTH IN OUR COMMUNITY?

When fiber networks come to smaller cities and rural communities, it helps level the playing field and close the urban-rural technology gap. Existing businesses can access the internet speeds and reliability needed to expand e-commerce. Economic development organizations have an easier time attracting new businesses. Telemedicine programs can expand patient access to specialists. And educational opportunities for students, once only in large schools, can now be delivered to rural classrooms via online education.

CAN HAVING FIBER (FTTH) INCREASE MY HOME'S VALUE?

Yes, according to the Fiber to the Home (FTTH) Council Americas, FTTH can increase a home's value by about 3%. This translates into thousands of dollars for a typical home. If you own a rental property, FTTH can also increase the desirability and the amount tenants are willing to pay in rent.

WHY IS WCTA INVESTING IN THE PARNELL AREA FTTH PROJECT?

WCTA is excited to bring our friends and neighbors this next generation of communications technology. It's all part of our commitment to provide exceptional customer service. FTTH offers many advantages to residential customers and businesses alike and prepares everyone to enjoy an even greater selection of communications options in the future.

WILL INSTALLATION TECHNICIANS NEED TO ENTER MY HOME TO CONNECT MY HOME TO FIBER?

Yes. When we've completed the outdoor work, we'll need to enter your home to complete the FTTH construction. You'll be notified to schedule an appointment when it's time for this installation process to be done.

WILL THERE BE AN INSTALLATION CHARGE TO INSTALL FIBER AT MY HOME OR BUSINESS?

Once this project is approved, there will be a sign-up period at a later date. If you choose to have fiber installed during this period, there will not be a charge to bring fiber to your home. If you don't sign up during this period, and want to have it installed at a later day there may be a charge to bring fiber to your home.

WILL I BE ABLE TO KEEP MY SAME PHONE NUMBER WHEN SWITCHING TO FIBER-BASED PHONE SERVICE?

Yes. This makes it so easy to switch to WCTA and enjoy unlimited long-distance calling. What's more, with WCTA you can get everything you need from one provider and pay just one bill per month instead of two or three.

WILL MY YARD BE DISTURBED DURING THE FIBER BUILD PROCESS?

Our goal is to treat your property as if it were our own. We'll be using multiple techniques to bury the fiber-optic cable with minimal yard disturbance.

WHAT EQUIPMENT WILL BE PLACED ON THE EXTERIOR AND INTERIOR OF MY HOME OR BUSINESS?

With your permission and approval, a location will be determined to mount a protection box on the exterior of your house. It contains the electronics that convert a signal of light from fiber into usable internet. (This is where we splice and ground our fiber optics.) In addition, there will be a device installed inside your home or business to supply the internet.

WILL RESIDENTS OF THE PARNELL AREA WHO SIGN UP FOR SERVICES THEN BECOME COOPERATIVE MEMBERS OF WCTA?

Yes. You automatically become a coop member — and part owner — of the Cooperative when you sign up for internet service with WCTA. There are no membership dues or forms required.

WHAT ARE THE BENEFITS OF BECOMING A COOPERATIVE MEMBER?

As a member of our local Cooperative, you're entitled to benefits not available to customers of private or national communications companies. These benefits include:

- Voting Rights: You elect each representative on the Board of Directors. Their role is to ensure the cooperative provides the highest quality, best value and latest technologies for you and protect your investment.
- Capital Credits: Any net profit is allocated back to members in the form of Capital Credits checks. Your percentage is tied directly to what you've invested through your patronage in our services.
- Community Investment: WCTA is committed to investing in our communities. We want our members, local businesses and schools, and fire and rescue departments to have the communications technology they need to be successful.

We encourage you to buy local and become a member of WCTA. It's a win-win decision for you and your community.