

Benefits

Faster Speeds

Fiber gives the ability to offer much faster Broadband Internet speeds and quality than what is currently available in rural areas. The speeds available using fiber will be perfect for social networking, gaming, watching videos, video conferencing or working from home! For business owners, productivity is greatly enhanced with the faster speeds for uploading and sharing files!

Superior Video

This fiber technology gives our company the ability to offer the best quality video streaming services to our customers as they become available. Online streaming services have been known to compensate for a slower Internet connection by automatically downgrading the video quality that you see. If you use these types of services, you may not have even noticed an HD video (1080p) being played at 480p quality, or a 4k (4000p) video being played at HD quality. Once you have been exposed to high quality videos, you'll notice and appreciate the difference. By installing fiber, these high quality videos become readily available for you to enjoy as your Internet speed is only limited by the Internet package that you choose.

Local Service and Support You Deserve

The technology we use to deliver services will be different, and the friendly local service we provide will be refreshing. Whether it's office staff or technicians, our team is great!

Economic Development

All companies consider fiber networks a necessity when considering a move or expansion to a community. Our new fiber network technology will help ensure the area is ready to take advantage of future economic development.

Home Value

Based on recent realtor surveys, it's reported that home values increase by up to 5% if served by fiber.

Testimonials

CB wrote: *Small town service and consistent prices.*

AH wrote: *We are very lucky to have a company that knows its customers by name and also great service to our area! Thank you!*

LH wrote: *They brought me fiber Internet in the middle of nowhere.*

RM wrote: *During our years of service we've had wonderful service from everyone there in the office and anyone sent to service a problem.*

CC wrote: *My coworkers who work online every day are jealous of the excellent customer service and amazing response time that I get. When my co-workers service provider may be down for days of even weeks waiting for a tech, I usually have someone out within hours after switching to local service.*

JL wrote: *Such amazing response time and customer service.*

You can find the above testimonials
and more on our website at:
www.countylinefiber.com



FIBER-TO-THE-HOME

Bringing next generation technology to you!

County Line Fiber
214 Third Street North
Winthrop, IA

319.283.1188 or 866.327.2748 (toll free)

www.countylinefiber.com

FAQ

Q. What is Fiber-to-the-Home?

A. Fiber-to-the-Home or FTTH refers to a technology that can be used to provide services to your home or business. Fiber replaces older copper wires and allows us to provide voice, high-speed Broadband Internet, and video services over fiber optic cable which is as thin as a human hair.

Q. What are the benefits of FTTH?

A. Unlike copper and wireless Internet, fiber has a higher data capacity for great distances without signal loss or interference - with plenty of capacity left over for future services. Plus buried fiber is more durable and less susceptible to inclement weather, but if damaged it is significantly more expensive to repair than copper wire. Additionally, the services offer great speed and crystal-clear connections.

Q. What is different about fiber?

A. Unlike copper cable, fiber optic cable cannot provide electrical power to the devices that are connected to it. Therefore, electricity must be supplied by a local power source at your home or business. In addition to standard AC power, a battery backup unit is recommended inside your house or business to allow 9-1-1 calls to function in the event of a power outage. A battery backup unit will not power the Internet during an electrical outage.

Q. How does FTTH affect Broadband?

A. FTTH offers greater bandwidth and the ability for us to provide you more Broadband Internet speed. This benefit provides the opportunity for music, movies, video-conferencing, and a variety of other services that require higher speeds of Broadband Internet.

Q. Any other concerns?

A. Because FTTH is more expensive to operate and repair, it is even more essential that you call Iowa One Call at 811 or 800-292-8989 at least 48 hours prior to digging anywhere on your property. Not only will it keep you safe and help you avoid the inconvenience of an outage, but it may save you from having to pay for costly repairs to the fiber optic cable. For this FTTH project, our contractor calls Iowa One Call for each location. But for any other digging, you need to call One Call...it's the law.

Q. Why are you building the FTTH network?

A. County Line Fiber has the opportunity to offer FTTH services to the south part of Oelwein and all of Hazelton. The new technology will allow us to offer you today's services and those that become available in the future.

Q. Will I need to purchase a new computer or TV?

A. Usually not, but it depends on the equipment you have. Computers will need to have an Ethernet port to plug into or have WiFi capabilities— same as today. TV's should have an HDMI type connection in order to receive the best quality picture and audio.

Q. How do I make sure that I get the new FTTH network installed?

A. Simply call our office at 319-283-1188 to schedule a time for a technician to do a site survey, or stop in our office in Winthrop to discuss your options.

Q. Will the process of burying fiber disturb my yard or property?

A. We'll do everything we can to make sure any disturbance is minimized, and the original condition of your property is returned as promptly as possible.

Q. Will employees need to enter my home?

A. Yes. Our County Line Fiber technicians will come to your home or business and perform a site survey to figure out where the best location for the new equipment. Then beginning in early Spring, authorized contractor will place fiber optic cable from the nearest road to your home where the site survey determined the location.

Once the fiber is brought up to your home, County Line Fiber technicians will need to enter your home to install new equipment that make FTTH accessible.

Q. What equipment is needed in my home to be connected to the FTTH network?

A. We will install network interface device (NID) on the outside of your home and an optical network terminal (ONT) device inside your home where the fiber is brought into your home. The ONT will need to be placed near an electrical outlet. From the ONT, we connect your phone line (if needed) and a cable to a WiFi router provided free at install. The WiFi router will be placed to give your home the best possible signal.

Q. What Internet speeds can we expect?

A. Internet speed is measured by how much data you can access per second. Slow network connections are measured in kilobits (think of the old dial-up Internet days of 56k Internet service). High-speed Broadband Internet is measured in megabits per second and super-fast Internet is measured in gigabits (achieved through fiber optic connections).

- 1 megabit per second (Mbps) equals 1,000 kilobits per second = Normal Internet Speeds
- 1 gigabit per second (Gbps) equals 1,000 megabits per second = Super-Fast Internet.

How much Internet speed your household requires depends on many factors such as...

- The number of people in your household
- The number of Internet-enabled devices in your household.
- How often you use each device.
- How often your household streams videos or uses video-conferencing services or tele-commutes from home, or plays online games simultaneously on multiple devices.

For example, anything above 25 Mbps is considered usable Internet for one user streaming TV services on one device. However speeds below 100 Mbps maybe challenging for larger households with multiple family members trying to stream services on multiple devices or working from home while other household members are online.

On the other hand, subscribing to 1 Gbps of Internet service will provide even the most high-tech Internet consuming household with plenty of bandwidth speed to keep everyone streaming peacefully.

If you need help calculating your home's Internet bandwidth needs, give us a call at 319-283-1188 Monday-Friday 8am-5pm and we'd be glad to help!