

Broadband Project OVERCOME Internet Service

FREQUENTLY ASKED QUESTIONS

1. How do I sign up to be a part of this project?

More information about signing up for this Internet service will be mailed to you in July.

2. If I have Internet service now, albeit slow and not ideal, do I have to stop that to participate, or can I have both just in case this new service doesn't work well for me and my household and/or business?

You can keep your current internet service active if you prefer. We would like for the Project OVERCOME Internet service to be your primary service, and for you to only use your previous service if the Project OVERCOME Internet service is unavailable for some reason.

3. How much does it cost?

The Project OVERCOME Internet service will be free of charge to Turney residents during the duration of the study. The project is expected to end on March 1, 2022. After the Project OVERCOME service ends, you may have the opportunity to continue this Internet service with United Fiber: <https://unitedfiber.com/internet/>

4. What kind of download and upload speeds can I expect from the Project OVERCOME Internet service?

You can expect up to 100 Megabits per second (Mbps) of download and 20 Mbps of upload. The actual service speed might vary depending on the distance from the main antennas to your house as well as weather conditions.

5. What does high-speed broadband mean? What would I be able to do with it that I can't now?

High-speed broadband Internet provides faster upload and download speeds to users. The Federal Communications Commission (FCC) defines broadband as internet service with 25 Mbps download and 3 Mbps upload. High-speed Internet service will enhance your ability to access online educational materials, work remotely, run a home-based business, and access entertainment services.

6. How does the Project OVERCOME technology work? How is it different than other options?

We will wirelessly extend United Fiber's fiber-optic system and connect households to the network using antennas on rooftops. This project uses fixed wireless, an intelligent router to balance bandwidth needs, and unlicensed LTE that uses the same frequency channels as WiFi, making it cheaper than the LTE cellular companies use. The fixed wireless transmitter will be situated at the Wade Farms grain elevator. Our solution aims to reduce capital costs by digitally combining multiple cheaper, low-bandwidth technologies instead of using a more expensive, high-bandwidth technology.

7. What happens if more people sign up than what the project can cover?

We aim to provide service to at least 30 households. If too many households are interested in the Project OVERCOME Internet service, we may have to use a lottery. However, we hope to be able to serve all households that are interested.

8. What happens if there aren't enough people interested?

The wireless technology system will be tested using the interested households. We hope to involve at least 30 households.

9. Is this being tested anywhere else?

Each of the technologies proposed here have been deployed in other communities individually. However, in Turney, we are testing using them together at the same time. If successful, we hope that others will be able to use this strategy to reduce capital costs of new wireless networks.

10. If I live in Turney, why might the Project OVERCOME service not work for my household?

The two main reasons why the wireless system might not be able to serve your household would be:

(1) the presence of large objects blocking the line of sight to the wireless transmitter, such as trees, and

(2) your household being too far away from the wireless transmitter. We are expecting to serve households up to 3 miles away from the wireless transmitter which will be installed on the Wade Farms grain leg across from the Depot.

11. How can I check the speed of my current Internet service?

Visit www.mobroadband.org/speed-test.org/ and click on the free speed test.

12. How can I stay up to date on what is happening with this project?

Visit www.maximizenwmo.org/broadband-project-overcome. If you register on this web page or anywhere on the website www.maximizenwmo.org, you will be on an email list to receive updates on this project and others related to Maximize NWMO's work and The Clinton County Initiative's community collaboration efforts that are forming to help the who live here people come together to dream big and grow together to enhance this great place that we live learn, play and work! The information you share on this site is secure and you will only be contacted for these purposes. We look forward to having you involved and including your voice!

OTHER QUESTIONS?

Email together@maximizenwmo.org and a member of our team will get back to you as soon as possible.

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