

Fond du Lac Communications

Fiber to the Home

FAQ

www.fdlrez.com

218-878-7337

- What is Broadband?
 - Broadband is High Speed Fiber Internet that is installed in the ground as a Fiber Optic Cable. This will not be a wireless network.
- What is Fiber?
 - Fiber is a technology that uses glass (or plastic) threads to transmit data or messages.
- What is Mbps and Gbps?
 - Mbps is Megabits Per Second and Gbps is Gigabits Per Second. 1Gbps is 1000x faster than 1Mbps.
- What is the FDL Fiber to the Home Project?
 - The Band received two grants from the USDA to install Fiber to the Home in funded service areas on the Fond du Lac Reservation. When complete, community members (both Band Members and Non-Band Members) within these service areas will be able to subscribe to services such as Internet, Telephone and Television.
- Will my house be in the service area?
 - The service area covers un-served households in portions of the Fond du Lac Reservation. Un-served is defined as households that do not currently have access to speeds of 3Mbps download and 1Mbps upload.
- How fast will the Fiber Internet be when this project is complete?
 - The Fiber installed through this project will be capable of speeds up to 1Gbps. That is roughly 20-40 times faster than the best internet option in this area.
- When will the project be complete?
 - The project is scheduled to be complete by the end of 2018.
- Will the installation be free?
 - There will be no cost to install the fiber to your home given you provide permission by July 31st 2017. After that date there will be a fee.
- Where can I find the permission form?
 - There is an address lookup on the website www.fdlrez.com (Fond du Lac Communications Fiber to the Home) eligible households will then have the option to submit the permission form electronically.

- Eligible households will also be mailed the permission form. You can either hand deliver the form or send in a hard copy to:

Attn: Planning Division
1720 Big Lake Road
Cloquet, MN 55720

- Will the Service be free?
 - No, customers will need to subscribe to the service. They will have a choice of Internet, Telephone and Television. Package deals will be available to best fit your needs.
- What if I don't want to subscribe?
 - Subscribing to the service is optional. Having the fiber installed to your home does not commit you to subscribing for services.
- What could I do with Fast Internet Speeds?
 - Gigabit internet is faster than what any average customer will use. However, having fast internet speeds opens up many opportunities such as Telemedicine, Home Health Care, Electronic Health Records, Online Schooling, Business Development, Computer Programming, Business Development and more. The list is endless.
- Where can I find more information?
 - More information can be found on the Fond du Lac website at www.fdlrez.com or by calling 218-878-7337.
- Scan this QR Code to Access the Fond du Lac Communications Initial Interest Survey.

