



## FTTP Internet Service Questions and Answers

**Q** When can I get a fiber connection at my home or business?

**A** Construction started in fall 2010 and the system backbone was built first. Customer installations will begin in late 2010 and will continue through 2012. View a map of the installation plan at [www.cfu.net/fttp](http://www.cfu.net/fttp).

**Q** How did CFU decide where to build first?

**A** We started with the downtown and industrial park business communities and certain other high-usage areas. By converting these customers first, we will relieve congestion on the current system and improve its performance while we complete the build-out.

**Q** Will there be an installation fee for customers?

**A** Not at any location where CFU internet service is now available or at most other locations.

**Q** How does CFU know the new system will work?

**A** Experience. We've been installing and operating fiber-to-the-premise service in new Cedar Falls subdivisions since 2006.

**Q** Will prices go up to pay for the new system?

**A** Part of the money you pay for internet and cable TV each month is used to keep our communications plant up to date. Over many years the Communications Utility has been paying off long-term debt and building up cash reserves to prepare for this project. Now we expect to finance the new plant without raising rates more than a modest amount planned over the next 10 years. We will continue to review rates and customer usage patterns annually, and adjust prices as needed to pay for growth in the amount of internet bandwidth used by our customers. Home internet rates were raised only once between 2003 and 2011.

**Q** Will I need a new modem?

**A** No. At no cost to you, we'll replace your cable modem with an optical network terminal, or ONT, pictured below. The ONT connects your computer or router to the internet and feeds cable TV signals to your existing internal wiring. Your cable outlets will work as they do now.

**Q** Wouldn't it be cheaper to upgrade the existing plant?

**A** Not in the long run. To give Cedar Falls a superior broadband system at the lowest long-term cost, we're better off skipping a generation of technology and moving ahead with an all-fiber system sooner rather than later.

### Optical Network Terminal (ONT)

CFU internet and TV services will enter your home through an ONT. The ONT on the left is used for interior installations. Where an exterior location is preferable, we will use the outdoor ONT model shown on the right.





**Q** Will CFU have to bury anything in my yard?

**A** If services are underground in your area, we will bury conduit where needed to carry the fiber optic line to your home or business. In other areas, the service lines will be overhead.

**Q** Is CFU's Communications Utility self-supporting? Or does it get money from the city or the other Utilities?

**A** The Communications Utility is fully self-supporting through subscriber fees. Only the city residents who choose CFU internet and cable services pay for them. No part of your electric, gas or water bill supports CFU cable

and internet services, and none of our Utilities receives tax money from the city, county or state.

**Q** Why doesn't CFU extend cable and internet service to rural areas?

**A** Any project undertaken by CFU's Communications Utility must be self-supporting. CFU was recently awarded a USDA grant that will make it possible to bring high-speed internet service to the rural part of our electric service area over the next three years.

**Q** How will the new system improve service to customers?

**A** The major benefits are:

■ **Reliability** The new system has few "moving parts" that can fail between your home and our central office, which makes service more reliable and saves repair and maintenance costs.

■ **Speed** Our popular Cyber-Home internet service will deliver more speed for the current price, and we'll offer affordable plans at 20x2 and 50x5 mbps (downstream x upstream megabits per second). Standard business products will range up to 100x100, with higher speed custom solutions available.

■ **Delivery** Today your connection speed can vary widely. That's because the limited amount of bandwidth available at each system hub, or node, is shared by 300-500 customers. On the new system, each node can deliver hundreds of times more bandwidth and will serve only 32 customers. That means your FTTP connection will consistently deliver the maximum speed assigned to the service plan of your choice.

■ **Upstream capacity** If you play web-based video games, upload video or run a VPN, you can select a service plan with more upstream capacity for better performance.

■ **More HD channels** Today, system capacity we use for internet service takes away from cable channel space. The new system will increase internet speed and make space for up to 100 more high definition cable channels!



For property in areas where electric service is underground, we will replace the existing communications pedestal with a new one, pictured above right. A fiber optic cable will run from the pedestal through a buried conduit to your home or building.