

Jacksonport Fiber News

Questions and Answers as of December 5, 2023

This document is updated regularly. Check the date at the top of this page for the latest.

New Jacksonport web address: <https://jacksonportwi.gov/>

Grant Funding Efforts

- 1) **Was Jacksonport awarded any grant monies?** Yes. The Town worked with Frontier and the Door County Broadband Office to compete for and win funding in the most recent round of grant funding provided by the Wisconsin Public Service Commission (WIPSC). The speed test reporting by residents was a critical addition to the application. The WIPSC awarded Frontier and The Town \$500,000 to help fund the Frontier/Jacksonport Public Private Partnership project (the "Partnership Project") to bring fiber services to the community. The grant was officially awarded on August 7, 2023.
- 2) **Is the Town going to pursue other grants or donations?** The Town will receive \$23,800 from a special Door County fund established to support broadband improvements. The Town will also receive \$76,000 in Federal ARPA funds. The Committee continues to monitor Federal and State grant programs for additional funding opportunities. Our grant from the WIPSC and Partnership Project with Frontier addresses all the unserved and underserved locations in the Town.

Project Costs

- 3) **What is the total estimated cost of the project?** The total cost of the Partnership Project is estimated to be \$3,500,000.
- 4) **How much of the project is the Town responsible to pay for?** The Town has committed \$1,750,000 which was the amount approved by the voters. The \$500,000 WIPSC grant is intended to offset a portion of the Town's contribution to the project.

Property Owner Savings

- 5) **Will I save money on broadband services as a result of the project?** The cost of service was one factor among many that the Committee considered in selecting Frontier as its partner. The Committee projected that based on the average cost for internet access being paid by residents the estimated savings of the Frontier service will potentially create a savings of \$600 per year for property owners. It is not possible at this time to quantify the future tax levy increase since other grant opportunities may still exist. More detail on Frontier's current rates is set forth below.

Frontier Partnership

- 6) **What services will Frontier Communications provide?** Under our agreement Frontier will deploy XGS PON fiber infrastructure in town. This network will make multi-Gigabit symmetrical fiber to the premises residential and small business broadband services available in our community. Except in unusual circumstances, Frontier will provide all necessary equipment for fiber broadband service at a location upon a service order for that location at no additional charge. In addition, Frontier has agreed to provide free Wi-Fi service at Lakeside and Schauer Parks and to provide 2 Gbps service at Town Hall for a period of two (2) years following the completion of our partnership project.
- 7) **What does the Town need to do to make the project a success?** Frontier and the Town have committed to work collaboratively to complete the Partnership Project to bring fiber services to residents and

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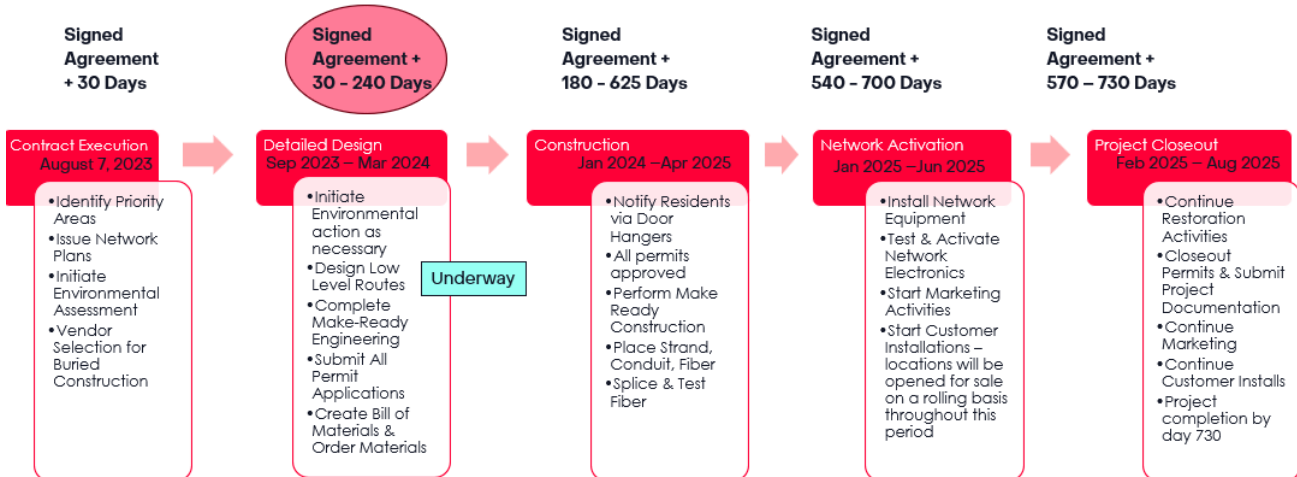
businesses. Frontier and the Town are committed to making sure the information provided to residents is understandable and up to date. Frontier and the Town intend to share more information as the Partnership Project progresses. When the construction window nears, Frontier will provide targeted information to residents about what to expect with construction in their neighborhood.

Construction Plan and New Service Schedule *(All questions below answered by Frontier.)*

- 8) **How can I contact Frontier?** For existing customers, Frontier customer service representatives are available 24 hours via <https://frontier.com/contact-us>. For locations that do not currently have Frontier fiber service, customer service systems do not yet reflect the address as “fiber serviceable.” Prospective customers can check fiber availability by visiting Frontier’s “Where’s My Fiber” link at <https://frontier.com/why-frontier/why-fiber-internet/fiber-expansion> and [register their address for availability updates](#). **Note, this system will not show an address as fiber serviceable until closer to the construction window.** In addition, as the construction window nears, Frontier utilizes multiple communications methods like local advertising, door hangers, and mailers to notify residents that they can sign up and schedule installation at their address.
- 9) **What is the timeline for bringing fiber to the town?** The Partnership Project officially commenced August 7, 2023, and is required to be completed within 24 months. Fiber service will be made available to locations on a rolling basis until all construction phases are completed. The Partnership Project includes specific milestones that reflect the multiple stages involved in a project of this nature. There are numerous project activities that must be completed before any construction can take place and each project stage is a “window” of time to reflect the fact that there is significant work and dependencies that occur prior to the stage at which active construction can occur. Once construction begins, locations become serviceable and opened for sale on a rolling basis as infrastructure is deployed and tested. The timeline for the Town of Jacksonport Project is:

Project Timeline

Frontier will leverage a concurrent workflow for project activities to support a 24-month build timeline



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- 10) **Will there be a dedicated project management team for Jacksonport that I can contact if I have questions or a problem?** Frontier has established a single point of contact for the Project that will coordinate between the Town and Frontier. During the construction phase, Frontier provides residents an 800 number to call with questions or issues.
- 11) **What is the process for getting fiber from the curb to my house?** Once Frontier receives an order for service, Frontier completes the steps necessary to establish service at the address. This involves placing the fiber “drop”—the physical connection from the fiber at the curb to the physical structure, which may be aerial or underground depending on the circumstances and at Frontier’s discretion—installing the fiber network interface device required at the location, and setting up the wi-fi router within the house. Typically, Frontier is able to install service, including the drop, within 10 days or less of a service order.
- 12) **Is there an installation fee? Can I get reimbursed for this fee and what are the requirements?** Frontier will make its fiber products and services available for purchase pursuant to its generally applicable terms and conditions. The charges for services will reflect the rates in effect at the time-of-service order. Frontier strives to offer service plans and products that deliver value to customers. Current product offerings and rates are available at <https://frontier.com/shop>. The Town negotiated a special fund with Frontier to offset installation expenses incurred by residents. So long as there is money remaining in the fund, residents who sign up for service within 6 months of project completion may be eligible for reimbursement of installation expenses, if any.
- 13) **How do I order service when it is available?** Once an address is open for service, Frontier will make its full suite of residential and small business fiber products and services—which currently includes, broadband, voice, and other value-added services—available for purchase pursuant to its generally applicable terms and conditions. Frontier’s current fiber offers include ultrafast symmetrical Fiber 500, Fiber 1 Gig, Fiber 2 Gig, and Fiber 5 Gig fiber-optic internet service with unlimited data and no caps. Frontier currently offers video services through a partnership with YouTube TV®. The charges for services will reflect the rates in effect at the time of service. Current product offerings and rates are available and customers can sign up for services at <https://frontier.com/shop>.
- 14) **If I live more than 1,500 feet from the fiber terminal on the public road will there be any additional costs?** In some instances, if the fiber drop to a location is greater than 1,500 feet from the fiber terminal, a customer may be assessed a charge to offset the costs of bringing fiber facilities to the premises. The applicable charge is determined on a case-by-case basis depending on the type of drop needed and field conditions.
- 15) **I already have internet service that I Like. Do I have to switch to Frontier?** No. Residents can select the broadband provider of their choice. Frontier has been recognized as one of the Best Internet Service Providers of 2023 (<https://frontier.com/local/wisconsin>). Frontier strives to provide the best customer service experience and offers transparent pricing, dedicated customer support, and a variety of internet plans to fit your needs. Plus, as a Frontier customer, you will never have to worry about hidden fees, overage charges, or data caps.

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- 16) **Does Frontier offer seasonal service?** Yes. Customers can put all their services on vacation for a one-time charge of 39.99. Customers may suspend their Residential Voice, Broadband, and Video service for at least 60 days and up to 270 days during any 12-month period.
- 17) **Does Frontier offer a low-income plan?** Yes. Frontier participates in the Affordable Connectivity Program (ACP). The ACP is a government assistance program that helps connect income eligible households to the internet for work, healthcare, school and more. Qualifying households are eligible for free or low-cost internet service through credits up to \$30 per month. Visit <https://frontier.com/discount-programs/affordable-connectivity-program> to determine eligibility and apply.

Note: All responses are accurate and reflect Frontier’s policies, practices, products, and prices currently in effect as of December 5, 2023, which are subject to change.