



## Jacksonport Fiber News Status Update on January 24, 2024

*This document will be updated periodically. Check the date at the top of this page for the latest.*

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

### **As of January 24**

The Technology Committee held a meeting with representatives of Frontier and approximately 20 residents to share information on how the installation of fiber will happen for properties with potential issues. Frontier was very helpful and open to working with residents. They have ordered the materials to proceed and the final design is being developed. Currently Frontier expects installations to begin in June. The Committee and Frontier agreed upon a schedule for the work to be done by dividing the Town into five areas. The work will be done in the order 1 to 5. Frontier has provided a map that shows the five areas and the locations of the homes or businesses that will be connected. The map does not include any routes showing where the main lines will run due to security concerns.

There was discussion how property owners will find out when Frontier will make an installation. Jacksonport has a considerable number of second or seasonal homes which are a challenge for Frontier to schedule an installation.

The Frontier web site: [www.Frontier.com](http://www.Frontier.com) has information about the fiber service to be provided. If you had Frontier telephone service, they have your email address if you provided it to them (assuming you had email). There are properties that never had any Frontier telephone service which means Frontier does not know how to contact you.

You do have the ability to check with Frontier to see if they have your physical address, phone number and email address. If they do not, you can sign up for a notification when it becomes available for your location. One resident has Frontier service and had a problem verifying he was a customer so you may need to make a phone call to verify your information.

The web site to check is: [www.frontier.com/myfiber](http://www.frontier.com/myfiber) or <https://frontier.com/shop/internet/fiber-internet/gig>. In the middle of the page, you will see a box to enter your address. If you still have issues you can try the following: 833-381-2873

If you check the web site it provides a lot of information about the services Frontier provides and how the fiber is installed.

Frontier told the Committee that they expect to turn off the copper line telephone service around 6 months after the entire project is completed, which is expected to be August 2025. Frontier will sell VOIP telephone service which uses the fiber line as the carrier. You will be able to rent that type of equipment from Frontier.

The FAQ from December 5, 2023 remains valid.