



Jacksonport Fiber News Status Update on February 7, 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 February 07, 2024

Frontier is here doing inspections of all the poles and green telephone pedestals. They have completed Area 1 and are starting on Area 2. Area 2 is much larger and the inspector I spoke to did not know how quickly they will complete it and move on to the balance of the town.

The inspectors are driving rented black pick up trucks with no markings. They have notified the Sherrif's Department of their presence. They are working in the right of way and should not need to enter your property. The green pedestals are usually located on the public right of way, unless an easement was granted to cross your property.

The inspections will be the basis of the design. I do not know if the inspections need to be completed for all five areas before they start the design. WPS is also making some electric system improvements in the Town which could affect the placement of the fiber.

Check the Town's web site for periodic updates.

The Frontier web site: 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 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.