

Jacksonport Fiber News Status Update on May 13, 2024

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

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

As of May 13

Please refer to prior news articles and the Town web site for additional information and maps.

The Committee has had several meetings with Frontier and the project is on schedule. The neighborhood design is completed for the entire Town. The next step for Frontier is to order the materials and equipment for the areas based on that schedule. Area 1 should be completed by the end of September and then the project moves to Area 2. Each segment of fiber is custom built to minimize the cutting, splicing and installation of connectors. They are arranging for contractors to do the actual installation and connections to homes.

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 address, phone number and email address. If they don't, you can sign up for a notification when it becomes available for your location.

The phone number to call is: **844.819.9903**

The web site to check is: www.frontier.com/myfiber

Another web site to check is: www.frontier.com/buy

Frontier has indicated that even if you are an existing Frontier telephone customer and you want fiber you need to sign up.

Frontier Help Center – this is the weblink that was mentioned during the May 9th meeting where consumers can check on status of work orders and trouble tickets among other things:

<https://frontier.com/helpcenter>

If you sign up Frontier will contact you by email to confirm that you want a connection. That enables the contractor to run the line serving your house at that time. They will also put a door hanger on your door to let you know what is happening and when a possible installation will occur. They will come back to make the connection as the contractor is available. They will also need access to the inside of your house to install the access point so you need to be present.

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We asked Frontier to schedule informational meetings for each of the five areas to allow residents to better understand where the fiber will run and how they plan to get to your house. We had a very positive response from the same type of meeting in January and now that the detailed design is complete they will be able to answer questions. We would do the meeting by ZOOM so you wouldn't need to be present to ask questions. The dates and number of those meetings is still to be determined. Frontier also expressed an interest in having a presence at Maifest and Cherry Fest to reach out to residents and get sign ups for service.

You can check the Frontier site which includes a lot of information on the equipment they will provide and the actual installation at your home. Depending on the speed you select you get different models of access routers.

The cost for service is:

Fiber service	Cost
200 MBPS	\$29.99
500 MPS	\$44.99
1 GPS	\$65.99
2 GBS	\$99.99
5 GBS	\$129.99

The FAQ from December 5, 2023 remains valid.