

## Jacksonport Fiber News Questions and Answers as of October 8, 2024

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

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

**Construction Status: STARTING SOON.** Frontier has selected a contractor to install the fiber including the runs to your home or business. They are starting with the southern portion of Area 1, which is South Cave Point, Schauer Road and the northeast portion of Clark Lake. They expect to turn this area on by the end of December 2024. They will follow up with the northern portion of Area 1 early next year. The balance of the Town will be finished by the end of 2025 which is consistent with their original schedule. They have indicated that approximately 90 percent of the fiber will run overhead and 10 percent will be buried. The method of running service lines to the home or business are to be determined on a case by case basis.

**How do I get service?** Frontier has established a link on its web site for potential new customers. Please remember that you cannot sign up for a service that does not exist for your address. You CAN let Frontier know that you are interested in getting service when it is available using the link below. **Do not call Frontier customer service to sign up until the fiber lines are installed fronting your property.** They cannot sell you service that does not yet exist for your address. You will have a door hanger notifying you that you can sign up for service.

[www.frontier.com/myfiber](http://www.frontier.com/myfiber)

Check if Frontier Fiber Internet is available at your address—or coming soon.

Or, nominate your area for 100% fiber-optic internet as we expand our network across the country which serves two purposes:

- 1.) This weblink allows consumers to research addresses to determine if fiber broadband is currently available
- 2.) If fiber is not available, then consumers can register their interest (“Nominate Your Area”) in having service

All addresses entered via this weblink are downloaded by Frontier’s Engineering and Marketing teams for their planning. Then, once the fiber is built, tested, and turned over by Frontier Engineering to Marketing the locations are deemed “Open For Sale” (OFS) , thus available for consumers to subscribe to the service.