

Jacksonport Fiber News Questions and Answers as of March 01, 2025

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: **The construction is underway.** Frontier has selected a contractor to run the fiber either underground or lashed to existing telephone lines. Their employees will do the actual connection and installation at your home. They have completed the construction in the southern portion of Area 1, which is South Cave Point, Schauer Road and the northeast portion of Clark Lake. There are 177 locations in this area can sign up for service. They will complete the northern portion of Area 1 by March 2025. 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. They will start by clearing trees from the lines and marking routes for underground conduit. In general, the route your telephone line runs from the road to your house that will be the route for the new fiber line. The Town has no control over the work done on private roads so, when they mark their routes if you have an issue you need to contact Holtger Brothers the contractor at 920-477-3927 or the Email address at FTRQACentral@fr.com.

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. Frontier is doing mailings to residences and you may see a door hanger when then run past your house. 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 **can not** sell you service that does not exist for your address.

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 they expand the 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.

You can expect a status update around the middle of April on the next streets to be served.