

# Construction and Equipment Details

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## **What does the construction process entail and what is the timeline?**

Once a community meets the set goals, we will communicate a build timeline to all those interested in service. Construction will begin by building the network in the community, followed by bringing fiber to actual homes and businesses. Once we have the fiber to the outside of the home or business, we will schedule an appointment to actually install the service inside the home or business. Installation will include all wiring and a powerful WiFi router. From the first step until service is installed, you can expect the process to take multiple months. Thank you for your patience!

## **What kind of equipment (router or modem) is needed? What is the cost?**

As a Truestream customer, you will be supplied with a WiFi router that is built to handle up to 1 Gig internet speeds. The cost of the router is included.

## **Do I own the router?**

No. Truestream retains ownership so that we can support the device and any troubles you may experience. Truestream will replace the router free of charge if the device malfunctions due to manufacturer issues.

## **What is a WiFi router?**

The WiFi router will bring the service into your home and supports all broadband connections. During installation, our technicians will set up and show you how to use your new wireless network. Wired connections to the router will provide the fastest speeds but the WiFi router will also create a powerful wireless network in your home or business to ensure all devices from laptops, tablets, smartphones, smart TVs, and other smart devices can connect wirelessly.

## **Will I be able to hard-wire devices to the router as well as connect wirelessly to devices?**

Yes. The router is equipped with four traditional ethernet ports to which you can physically connect computers and other devices. You can also connect devices wirelessly.

## **Will the router support a printer that is also a fax machine?**

Yes, as long as you have voice service. The router we provide is designed to handle state-of-the-art equipment and the fastest internet speeds available. A fax communication will require a voice subscription to function (send/receive faxes).

## **Is the network secure?**

Yes. Every home and business will have its own secure connection with passwords to access the network wirelessly.

## **What kind of technical support can I expect from Truestream for the router?**

If you experience issues with your service, Truestream Fiber will be able to troubleshoot and remotely examine your router to help determine where problems may be occurring (no cost). If needed, Truestream will send technicians to your location to troubleshoot (costs may be incurred).

## **Will that technical support be available without charge?**

During installation, Truestream technicians will ensure your router is properly installed, fully blanketing your home, and that you are comfortable with operating any devices – free of charge. As mentioned earlier, Truestream can also remotely troubleshoot your router to help identify issues, also at no cost to you.

## **Do you offer maintenance packages for additional support?**

This service may be offered in the future.

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