



Frequently Asked Questions

Q: What is Fiber to the Premise (FTTP)? FTTP is a technology that uses fiber optic cable instead of copper cable to deliver telephone, Broadband Internet and TV services. Fiber optic cable is really not a cable at all, but a strand of glass approximately the thickness of a human hair that allows pulses of light to pass from one end to the other. These pulses of light represent data. Because these pieces of data move at the speed of light, data transmission is very fast. Since light can travel great distances without a weakening of the signal, the data can travel long distances without errors.

Q: When will construction begin? Construction is anticipated to begin in 2011.

Q: When will construction be completed? Weather and regulatory requirements permitting - the anticipated completion of the construction on the new fiber network and splicing is estimated to be in 2014.

Q: What is involved in the construction process?

- A reputable communications contractor will be obtained to build out the new telecommunications system. While the contractor constructs new lines in the right-of-ways, it is considerably more cost effective for you, the potential customer, and Farmers to allow the contractor to lay a line to your home at the same time.
- The property owner will need to sign a form granting us permission to construct on their property.
- After the fiber has been buried, it will need to be spliced together forming a network back to the switch.
- A unit called a Network Interface Device or NID which contains the electronics needed to convert a signal of light into usable telephone, Broadband Internet and TV services will be installed at the customer location.
- When the NID is installed on the outside of your home or office, the fiber cable will be spliced into the NID and connected to the power supply unit on the inside of the home or office.
- The NID will need to be powered directly from your home or business. The manufacturer estimates 15 kilowatt hours of usage per month. Based on these figures obtained from OtterTail Power, the new system could increase your electrical billing by less than \$1.50 per month. Our cable TV rates and service bundle rates have been reduced to compensate for this cost.

Q: If you are given permission to construct on my property, will I have to subscribe to your services? No, allowing permission to construct on your property does not obligate you to subscribe to any services.

Q: What about existing buried facilities on my property such as power lines, sprinkler systems, etc.?

The contractor will contact Gopher State One Call to have all registered underground facilities marked and located. However, if you have any extra facilities such as sump pump lines, sprinkler systems, drain tiles, customer-owned electric, telephone, and/or coaxial cables, or invisible dog fences buried on your property, please make sure you let us know.

Q: What about any crops that are damaged during construction? In the event crop damage does occur, we will work with the farmer to provide crop damage compensation.

Q: What about construction clean up? Once the project is complete, the contractor will perform the necessary clean up work and re-seed grass where needed.

Q: I'm a renter, what do I need to do to receive your services? The owner of the property will need to sign a form granting us permission to bury a fiber optic line to the building in which you live. We will be happy to provide more information to the owner of the property. Please provide the owner's name and any contact information you may have.

Q: What will the property owner be charged when signing the permission form? Signing the agreement does not cost the property owner anything.

Q: Who is responsible for the costs of construction? Farmers Mutual Telephone Company (Farmers) and Lac qui Parle County have been awarded a Recovery Act Grant and Loan package to build a FTTP network in Lac qui Parle County. Construction of the fiber network will be covered by the Recovery Act Grant and Loan package

provided the property owner allows for the construction by signing the permission form prior to construction in their area.

Q: If I decline to sign the permission form at this time and later want the FTTP technology, what will the cost be to me? The actual costs would depend on each individual situation. The minimum construction costs are estimated to be \$2,000.

Q: What services will be available? Telephone, Broadband Internet and Cable TV services.

Q: What Broadband Internet speed connections will be offered? The minimum speed will be 1.5 meg and the maximum speed we currently offer today is at 20 meg. However, we anticipate the maximum speed increasing in the near future.

Q: How soon will I be able to sign up for your services? When services are available in your area, you will receive further notification from us. We are anticipating availability of services in some areas as soon as 2012.

Q: What are the monthly fees for the services being offered? We anticipate being able to provide you with a service bundle (telephone, Broadband Internet and cable TV) for less than the combined total of your current providers. See separate pricing information sheet.

Q: Where will my bills come from – Lac qui Parle County or Farmers Mutual? Farmers Mutual Telephone will process the billing for the services offered and will be your contact for changes to services along with maintenance of the new fiber optic network.

Q: How will FTTP benefit me? With the upgrade to FTTP, you will be able to receive quality telephone, Broadband Internet and TV services to your home. In addition, you will now have a choice in your service provider.

Q: Who is responsible for the electrical connection? As mentioned above, FTTP requires an electrical connection powered directly from your home or office. If an electrical outlet needs to be installed, Farmers Mutual & the County will hire an electrician to install the outlet needed for connection to the electronics.

Q: Will my home or office need to be rewired to connect to the fiber? No, your existing wiring should work without any issues.

Q: How can I find out more? More information will be provided throughout the construction process either via direct mail, newspaper and/or radio ads or informational meetings.

We are committed to providing the most advanced products and services as well as the best customer care possible. Our knowledgeable and experienced team of professionals takes pride in serving you. We value your business and look forward to serving all your telecommunications needs in the future. If you have any questions or concerns, please call us either by dialing 320-568-2105, 1-800-692-0021 or via email at farmers@farmerstel.net.



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