

FORT DODGE FIBER



NOVEMBER 2023 NEWSLETTER



250+ active customers



3,750+ Completed Site Surveys



6,000 registrations



700+ fiber drops installed

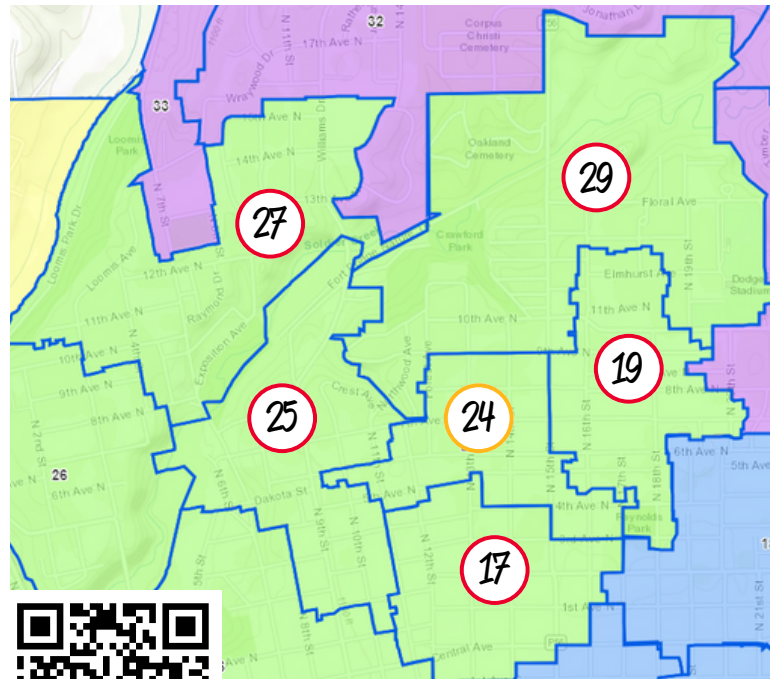


Construction update



Fiber drops are happening now in Cabinets 17, 19, 25, 27, 29. Conduit only drops are happening in Cabinet 24. Once service is available, you will receive a phone call from our Customer Experience Center staff to schedule your installation. Please be sure to save our phone number (515) 515-5000.

With the Winter months approaching fast, our contractors are working hard at bringing fast, reliable internet to your neighborhoods before the ground freezes. Any cabinet that does not have active service in **Zone 1 (Green)** and **Zone 2 (Purple)** can expect to see construction starting back up in the Spring of 2024. Due to unforeseen construction changes in Cabinets, 15, 16, and 26 (**Zone 1**) service is not expected until next year. We apologize for any inconvenience. If you have any questions at all, please give us a call.



Not sure of what zone or cabinet you are in? Scan the QR code to see our zone maps.

Are you in the **GREEN Zone? If you have not completed your site survey, CALL US today!**



Site Surveys are still in full swing and will continue through the Winter months. This must be done to get the free fiber connection, even if you choose not to take the service right away.

Lawn Restoration Tip for After the Fiber Drop

It is normal to see some yellowing of the grass along the construction path. With normal watering of the construction path area it will aid in the restoration of your lawn.



Need assistance with your bill?

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need. The benefit provides a discount of up to \$30 per month toward internet service for eligible households.

Once the application is approved, call our Customer Experience team at 515-515-5110 to apply these benefits to your active account.

ACP consumers can access the online application at [GetInternet.gov](https://www.getinternet.gov)

 Follow us for updates in construction and upcoming events!

Please do not remove the flags!

You may have noticed these flags in your yard or around town. These locate flags are used to mark utilities so that when we install the fiber line underground, we know of the clear path to take.




SALES & MARKETING SUPERVISOR

RACHEL ROWE

Need a quote for your business?
Contact Rachel today!

 rrowe@fortdodgefiber.com

 515-515-5112

 617 Central Ave



What is our community saying?



Great service! Glad I made the switch!

**Very thankful to be one of your customers!
Awesome Service!!!**

I am thrilled I made the switch!! Fantastic customer service and for once internet service with great speed and reliability . Their customer service is hands down the best I have ever experienced.