



JANUARY 2024 NEWSLETTER

A word from our director...

All of us at Fort Dodge Fiber wish you a Happy New Year! We are grateful for over 6,000 registrations and the amazing customers that we have. Thank you for putting your trust in our local business and for your kind words and support. In 2023, we connected almost 500 customers! Our construction crews have installed almost a half a million feet of conduit, and over 176 thousand feet of fiber optic cable! While we appreciated the warm temperatures that Mother Nature has given us in December, we are sad to see our construction season come to an end.

These past few months, we were able to install conduit-only drops in a few cabinets. With that conduit already in the ground, pulling and splicing our fiber can happen while the ground is frozen, pending the availability of crews. As soon as we have fiber pulled and spliced in these few cabinets and service is available, our staff at the Customer Experience Center will call you directly to set up your installation appointment.

We are currently servicing customers in 5 cabinets and look forward to construction continuing after the winter months to expand our fiber network throughout Fort Dodge.



Jeremy Pearson

"I was very pleased with everything, they were very helpful in answering all my questions."

"Very happy with FD Fiber. Can't wait to get my other properties connected as well!!"

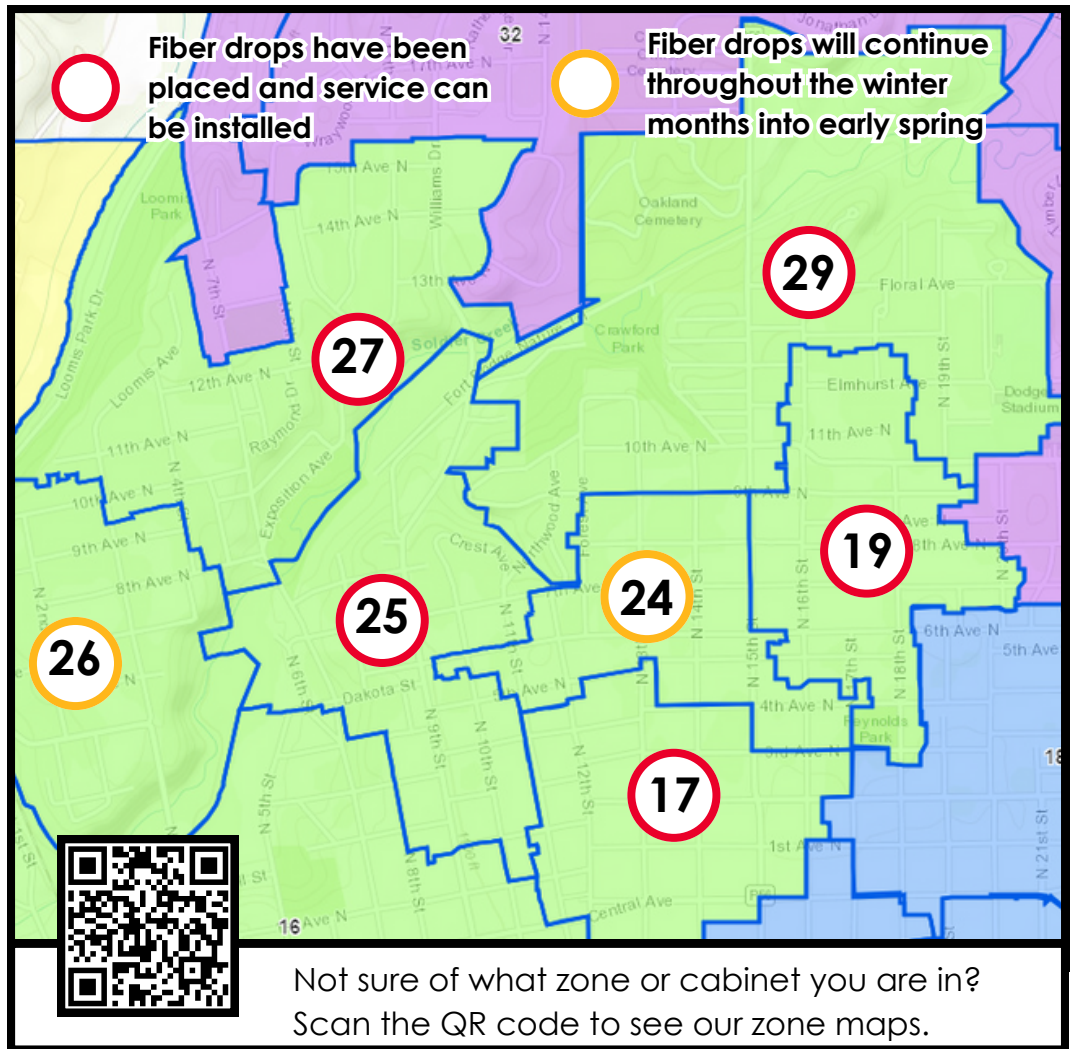
"I really appreciate a local option that is so reliable! Overall, great customer support & internet service!"

"The fiber crews that worked around my neighborhood and in my yard were impressive and professional. The installation went very well, and it works wonderfully so far after a month. With extra visitors over the holidays we noticed no slowdown in connectivity. When we had a DSL line it was painful when extra people were logged on the WiFi."

"Your technician was absolutely amazing! He helped me through everything. He was so kind and helpful."

"Wonderful experience so far! Night and day difference in overall performance and offerings compared to our old provider! Keep up the good work! I couldn't be happier. So far it has been awesome!"

"After 58 years with another internet provider, it is so very nice to be back to a local provider. Having someone to contact locally makes the experience a pleasure. The ground digging crew, the installers, and the folks in the local office have all been a pleasure to work with. The price we are paying now is less than with our old provider and our phone and internet service works perfectly."



This winter, Fort Dodge Fiber will be conducting Site Surveys. A Site Survey does not obligate you to take service, but is needed for the free fiber drop you registered for. If you are still needing a site survey and are in **Zone 1 or **Zone 2**, please give our office a call Mon-Fri 8am-5pm. 515-515-5000. During the site survey we will need access to the home or business, both inside and outside, and our technicians will mount our grey utility box to the side of the building. At a later date, we will run the fiber up to your home and connect to that box. Once Zones 3-5 are ready for site surveys to be performed, you will get an email inviting you to call our contractor, Patriot Communications to get that scheduled.**



Need technical support?



Fort Dodge Fiber offers 24/7 technical support.

If you call Monday through Friday 8am-5pm, you will get Diane Jass, our Local Network Specialist. After hours, you will be directed to an U.S. based IT support team. Please call 515-515-5111 if you have any network connection concerns or questions.