Construction and Equipment Details

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 home or business, we will schedule an install 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 4 months.

We were told that the fiber would be run through existing conduit. What if a site has direct buried cable? Elevate will install ¾" conduit then pull through a fiber cable. Elevate will complete a site walk with customer to determine the best method to install conduit, up to 300 ft.

What kind of equipment (router or modem) is needed? What is the cost? As an Elevate Fiber 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 in the $100 installation fee. The wireless router supports 2.4GHz and 5GHz, simultaneous dual-band. 5GHz 802.11ac certified, 802.11a/g/n compatible. 2.4GHz 802.11n certified, 802.11b/g compatible. It can support up to 64 devices wirelessly.

Do I own the router? No. Elevate remains ownership so that we can support the device and any troubles you may experience. Elevate 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 hardwire devices to the router as well as wireless devices? Yes. The router is equipped with four traditional ethernet ports to which you can physically connect computers and other devices.

Will the router support a printer that is also a fax machine? Yes. The router we provide is designed to handle state-of-the-art equipment and the fastest internet speeds available.

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

What kind of technical support can I expect from Elevate for the router? If you experience issues with your service, Elevate Fiber will be able to troubleshoot and remotely examine your router to help determine where problems may be occurring (no cost). If needed, Elevate will send technicians to your location to troubleshoot (costs may be incurred).

Will that technical support be available without charge? During installation, Elevate 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, Elevate can also remotely troubleshoot your router to help identify issues, also at no cost to you.

Do you offer maintenance packages for additional support? There is no monthly maintenance fee for troubleshooting network connectivity issues, but you have the opportunity to purchase one of our Managed WiFi plans, which start at $4.95 per month. Our Managed WiFi plans also offer more expansive installation options. Find more details on our Managed WiFi FAQ.