



# The Basics of Elevate Fiber

**What is Elevate Fiber?** Elevate is a new broadband solution provided by DMEA. Since 1938, DMEA has provided Delta and Montrose counties with essential electric services, even in remote rural locations. Our members asked us to investigate the option of providing high-speed internet to our service area. We listened and launched Elevate Fiber—providing advanced communication solutions.

**Will the launch of Elevate Fiber increase my DMEA bill or can I expect returns if the business is profitable?** You may have read that Elevate is a 100% wholly-owned subsidiary of DMEA and after tax, gains and losses will flow through to DMEA. We want to be sure that all members understand the structure: Elevate Fiber will operate as a for-profit business that is 100% owned by DMEA and its members. DMEA does not expect to make profits off the venture in the short run, but when profits do occur there will be a few options to consider. It is important to note that initially, Elevate will use its revenue to operate the business and cover the costs of plant.

The profits from Elevate could be used to pay dividends back to DMEA to help offset the costs of electric service and stabilize rates or the profits could be allocated to the individual members of DMEA and refunded as capital credits. We will be sure to keep all communications open and welcome questions.

**What is fiber service?** Fiber is known for being “future-proof,” meaning the fiber we install today will be able to handle increased data loads as the need for more and more speed grows. Fiber technology makes it possible to deliver speeds up to 1 Gig (1,000 Mbps, megabits per second)—this is 100x faster than what the average home or business can get currently. Fiber is more reliable than other types of networks, less prone to interference and complications from lightning and other natural elements. Fiber also tends to raise the property value of homes by as much as \$5,000.

**What services can I get?** Elevate Fiber is bringing internet with speeds up to 1 Gig (1,000 Mbps). We will have two internet plans, 100 Mbps and 1 Gig, available for residential homes or businesses. We also plan to launch a voice service. This will work just like your standard telephone service but will include unlimited local and long distance calling, plus tons of features. Also, when you preregister (read more on what this means below), you can express your interest in video service. We are researching a local video (TV) solution that would bring local channels and video streaming options at an affordable price over your fiber connection.

**How much will service cost?** Pricing starts at just \$49.95 per month for residential internet and \$79.95 for the residential internet and voice package. Check out all your options and pricing below.

## Residential

### Internet

- 100 Mbps internet **\$49.95**
- 1 Gig (1,000 Mbps) internet **\$79.95**

### Internet + Voice

- 100 Mbps internet + unlimited voice **\$79.95**
- 1 Gig (1,000 Mbps) internet + unlimited voice **\$109.95**

## Business

### Internet

- 100 Mbps internet **\$79.95**
- 1 Gig (1,000 Mbps) internet **\$499.95**

### Internet + Voice

- 100 Mbps internet + unlimited voice **\$129.95**
- 1 Gig (1,000 Mbps) internet + unlimited voice **\$549.95**

**How can I get Elevate Fiber?** Elevate Fiber is currently in the construction process. Member interest help determine where we build next. To express your interest, preregister at [join.elevatefiber.com](http://join.elevatefiber.com). Each community has a set goal for how many customers need to take service before construction will begin. Preregistration goals must be met before construction plans can be finalized. The board of directors’ goal is to make Elevate available across DMEA’s service territory.

**Preregister at [join.elevatefiber.com](http://join.elevatefiber.com).**

Having trouble preregistering online? Give us a call at 877-687-3632 or stop by one of our local DMEA offices during regular business hours.





# Preregistration Details

**Why is there a preregistration process?** In order to minimize risk, DMEA's Board of Directors chose to move forward in a phased-in approach to protect co-op ratepayers and the financial integrity of the electric cooperative. Before any construction work takes place in an area, a specific number of members must preregister. This set number of members is called a take rate and it ensures that DMEA will not spend money to build a fiber network in areas where members do not want it and where it cannot be financially sustained.

**What does it mean when I preregister?** By preregistering you are expressing interest in service. If a zone has a goal set by preregistering, you agree to take service if/when Elevate comes to your community. At the time of preregistration, no signed contract is required. When construction begins in your area, we will contact you to complete a contract for service. This will be a 12-month contract, and a minimum package level of \$49.95 per month must be maintained at all times. If you are a snowbird we offer an option for reduced rate for suspended service.

**What will I have to pay when I preregister?** There is no payment collected during preregistration. This process just allows you to complete a simple form to let us know what services your home or business is interested in. By preregistering now though, you guarantee a \$100 installation fee,\* when the time comes. This fee includes building fiber to your home or business, installing fiber in your home, and a powerful WiFi router. Before construction begins in your area we will contact you to complete the sign up process and to collect the installation fee.

**I am not sure if my location is eligible to preregister?** All DMEA locations are eligible to preregister. Member interest will help drive the construction process. Your area could be next if enough interest is shown! Do not wait for us to knock on your door. Preregister today at [join.elevatefiber.com](http://join.elevatefiber.com).

**Is there a deadline to preregister and what are the benefits of preregistering now?** Preregistration is open until construction is complete in that area. We encourage all members to preregister as soon as possible because community interest will help drive the construction process. The benefit of preregistering now is to lock in your \$100 installation fee.\*

Once Elevate has fully constructed a zone, preregistration and the introductory \$100 installation fee\* are no longer available. If you register for service after construction has been completed in your community, the installation fee increases to \$199 for the first 300 feet of installation, plus additional costs per foot beyond that. If a community does not show interest or very little, Elevate Fiber may not be installed to that community. You are encouraged to preregister now if you are interested in receiving service from Elevate Fiber.

**Can I change my package at any time or do I have to select now to guarantee my pricing?** You can change your package at any time as long as you maintain the minimum level of \$49.95 per month. Preregistration only shows your interest. It is important to know that internet service is required for voice. If you choose to upgrade your plan to include voice or a higher internet speed, you will pay the listed price of your new package. View all packages and prices at [join.elevatefiber.com](http://join.elevatefiber.com). Video (TV) may be offered at a later time and available to add when offered.

## Preregister at [join.elevatefiber.com](http://join.elevatefiber.com).

Having trouble preregistering online? Give us a call at 877-687-3632 or stop by one of our local DMEA offices during regular business hours.

*\*Installation fee includes first 300 feet of fiber. Additional costs may be incurred for extended fiber service drops.*





# Construction and Equipment Details

**What does the construction process entail and what is the timeline?** Please know that the preregistration goal is only one factor in determining build plans and timelines for your community. Once a community meets the set goals and is approved for construction, 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 appointment to install the service inside your 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 construction process to take 4 months.

**How will you install fiber if my service is underground?**

Elevate's fiber cable will, for the most part, follow DMEA's power lines. Therefore, if your electric service is overhead, your fiber service will also run overhead. If your electric service is underground, Elevate will bury a fiber cable approximately 10" to 12" deep.

**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 wireless devices and 4 wired devices.

**Do I own the router?** No. Elevate retains 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.

**Can I turn off the WiFi?** Yes. You have the option to disable the WiFi signal on your router and only connect to the internet through your hardwired devices.

**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 such as 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 a basic installation, Elevate technicians will ensure your router is properly installed and your WiFi network is fully blanketing your home, up to 1,500 square feet. They will also help you connect 1 wired device and 1 wireless device, free of charge. As mentioned earlier, Elevate can also remotely troubleshoot your router to help identify issues, also at not cost. If you'd like additional assistance, considering purchasing one of our Managed WiFi plans.

**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.

We also offer the following products and services:

- WiFi booster or additional ONT = \$10/month
- Service call during business hours = \$75/hour
- Service call after business hours = \$150/hour



# Technical Specifications

**What kind of equipment (router or modem) is needed?** 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 wireless router supports 2.4GHz and 5GHz.

**Can I use my own hardware with Elevate's service?** Elevate can connect with customer-owned gigabit routers. However, we cannot offer additional technical support or guarantee the quality of the service from customer-owned equipment. There is no additional fee for this setup, and you will still be required to pay the \$100 installation fee.

**Where will the router be placed?** We will likely place the WiFi router next to your primary TV—it should be centrally located in your home. Our technicians will work with you to identify the ideal placement. Also, for optimal WiFi signal, it should not be placed in a closed entertainment center. The router is designed to be upright with adequate ventilation.

**Can I move my router?** Once our technicians have placed your router, we recommend you do not move it. Please contact us if you need to move your router to a different room. A technician visit fee may apply.

**How do I connect to my wireless?** Your WiFi SSID (the name of the wireless network as it appears on the device you are trying to connect) and WPA Key (password) are located on the router. To connect to your WiFi, first make sure the wireless feature on the device you are using is turned on. Next, find your network (WiFi SSID) and connect your device to the signal. Enter your password to complete the connection.

**Is there a limit on data usage?** There is no limit on the amount of data you can use each month.

**What download speed am I getting on my new device?** You can quickly find out the download speed of your connected device by conducting a speed test. Click on the speed test link at [DMEA.com/content/elevate-fiber](http://DMEA.com/content/elevate-fiber). To get the best results in running a speed test on your new connection, follow these helpful tips: use the newest device you have available to you, connect your device with an ethernet cable to your router directly, and ensure no other applications are running on your device. Note: If you disable Windows Firewall and any anti-virus software running on the device you may see improved results, but do so at your own risk.

**Why is my device seeing lower than Gig (1,000 Mbps) or 100 Mbps speeds (based on subscription)?** There are many factors that could contribute to the fact that your device may not be operating at full Gig (1,000 Mbps) or 100 Mbps speeds even though we are delivering that speed to your doorstep.

You'll get the highest connection speed possible when you connect your device with an ethernet cable to your router. Wired connections operate with less environmental interference than wireless connections. Wireless connections will never hit full speeds. The latest wireless standards can theoretically give you Gig speeds, but in actual practice, they are usually below 300 Mbps. Things that can affect wireless performance include:

- distance (the further you are from the router, the slower the speed)
- placement of the router (ideally the router should be centrally located and on the second floor of a multi-story home)
- construction of your home (the building materials your home is made of can have a negative effect on signal strength resulting in speed reduction—especially thick masonry and metal framing)
- interference from other wireless networks or devices (such as microwaves, cordless phones, baby monitors, Blue tooth devices, wireless mice, fluorescent lights, and wireless surveillance cameras)
- equipment (older devices operate on older wireless standards, which will produce slower speeds)

**What does 2.4GHz and 5GHz mean and what is the difference?** The router provided has two different bands of WiFi—5GHz is 802.11ac certified and 2.4GHz is 802.11n certified. To reach speeds in excess of 100 Mbps your equipment will need to meet the newest WiFi standard, which is 802.11ac, slower devices should be placed on the 2.4GHz band, and newer, faster devices should be placed on the 5GHz band. Here are some examples of devices and wireless specs for those devices.

Device	Wireless Spec	Average Speed
iPhone 6	802.11ac	100 Mbps
iPhone 4	802.11n 2.4GHz only	50 Mbps
MacBook Pro	802.11ac	100 Mbps
Samsung Galaxy S5	802.11ac	100 Mbps
Kindle Fire	802.11 b/g/n	5-50 Mbps
Older Dell Desktop	802.11b	5 Mbps

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# Installation & Managed Service Plans

	Basic Installation	Managed Plan	Worry Free Plan
Term of obligation	none	month to month	1-year
Installation Fee <sup>1</sup> (preregistration, limited time)	\$100	\$100	\$100
Monthly Fee	Free	\$4.95/month	\$9.95/month
Initial Hardwire Device Connect	1	1	2
Initial WiFi Device Connect	1	10	10
24/7 Tech Support Line	✓	✓	✓
SSID (WiFi user access) Setup (1)	1	3	3
WiFi Optimization	✓	✓	✓
NetValet Mobile App <sup>2</sup>	✓	✓	✓
Technical Support, Onsite Visits (normal business hours)	Hourly service fee	✓	✓
Initial Phone Cabling <sup>3</sup>	0 hardwired connects	1 hardwired connect or repair of 1 existing jack	2 hardwired connects or repair of 2 existing jacks
Advanced Network Support <sup>4</sup>		✓	✓
Hands-Free Parental Controls and Time Use Management		✓	✓
Technical Support, Onsite Visits (after business hours)			✓
Existing In-home Wiring Support <sup>5</sup>			✓

**1. Installation fee** is \$100 for the first 300 feet of fiber. Additional costs may be incurred for extended fiber service drops. After preregistration period has expired, installation is \$199 for the first 300 feet.

**2. NetValet** is an easy-to-use app that lets you set up guest WiFi using simple steps and self-managed parental controls. The app includes the following features: Guest WiFi network setup (enables you to set up guest WiFi so that your guests can enjoy their own network to access the internet in your home); Policy management (enables you to create policies to set time limits for your devices); Parental control (enables you to apply one or more policies to connected user devices).

**3. Initial phone cabling** is restricted to the primary residence at which you are taking service. Outbuildings are excluded.

**4. Advanced network support** includes services such as DHCP server management and other advanced network configuration. For more information contact Elevate tech support at 877-687-3632.

**5. In-home Wiring Support** includes existing wiring in the home. Quality of existing wiring must be validated prior to support. New wiring (drops) priced separately.

Additional Service Offerings	
One Additional Static IP	\$10/month
WiFi Booster or Additional ONT	\$10/month

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