

Steuben County REMC Fiber Q&A

Q: Will this increase my electric rate?

Possibly, Steuben County REMC has purchased the iMAN network. This network is self-sustaining with current customers and revenue. As we continue to build fiber to the home, rates may be affected as we see large front end costs. Our intent is to minimize this by deploying in higher dense areas first to offset costs. We currently anticipate the increase to be in the range of \$2-5 per member, per month. This number could fluctuate up or down, depending on the grants that could be received to assist with the build-out of the system, along with member take rate.

Q: How long will it take to build the fiber network and make service available?

It will approximately take 4 to 5 years to completely build service to our members. The project would be completed in phases, with service available being offered to members with each phase. These phases and deployment schedules have yet to be determined, we will be working diligently over the course of the next few months to determine this plan.

Q: Can Steuben County REMC start with me?

If Steuben County REMC does decide to pursue broadband internet, we will need to start at the location deemed most viable for the build-out to best serve our members. I would suggest to visit our webpage under the broadband tab where you could sign up for SmartHub. This will place you on the newsletter that will keep you up to date on information releases.

Q: If other providers will not serve the rural areas because it does not produce enough revenue to cover expenses, why is Steuben County REMC?

Steuben County REMC is a member driven, not-for-profit organization, built upon long-term solutions, not quick returns for investors. Concern for community is one of the seven cooperative principles that we were founded upon, and commitment to community is one of our core values. The Steuben County REMC Board of Directors has come to the conclusion that we are the only entity that can provide this service to community to increase their quality of life.

Q: What speeds will the REMC be providing?

Broadband high-speed internet is defined as speed up to 25Mbps download. This network will be designed to provide speeds that will be at or above 1GB speed. This is the equivalent to 1000 Mbs. The plans and availability have yet to be determined.

Q: Will broadband be available to non REMC members?

The initial phases of construction will be to serve the membership of Steuben County REMC. It is understood that in this process there may be homes and businesses that may express a need. This will be further evaluated at that time.

Definitions

Broadband Internet: Broadband is Internet access that is always on and faster than traditional dial-up access

Mobile: Mobile Broadband is Internet access that uses cellular telephone infrastructure, accessed in conjunction with devices such as smartphones, tablets or air cards for laptops.

Satellite: Satellite Internet delivers broadband speeds via satellite equipment generally installed on the roof on a home or business, and requires a clear view of the southern sky.

3G – Used to describe a wireless network. Download speeds must be at least 384kbps to be labeled 3G, or third generation wireless technology.

4G – Used to describe the 4th generation of wireless technology. Two fourth generation wireless technologies exists (as of now), LTE and WiMax.

ASDL – Stands for “asymmetric digital subscriber line.” This is the standard line used for DSL internet, and means that the upload and download lines are a different size or bandwidth. Usually the download bandwidth is larger, since download speeds are considered to be more important (for most people) than upload speeds.

Bandwidth – How much data can be transferred at one time; usually measured in Mbps. Often confused with internet speed.

Bandwidth Throttling – Term used to describe an internet service provider narrowing the amount of bandwidth someone receives. For example, if your normal internet speed is 7 Mbps, then your internet service provider might throttle your bandwidth to 3 Mbps.

Broadband – Another term used to describe high speed internet service.

Cable Internet – Cable is a high speed connection that enables you to access the internet. It uses the same type of cable (connection) to access cable TV.

Cloud Storage – Third party servers that are made available for digital (data/file) storage. For example, you can store your family photos and important documents.

Coverage Map – A map that shows you where you can go (or live) and still have access to the internet or a 3G or 4G wireless network. Each internet provider will have a unique coverage map.

Data – A general term to describe content that someone might up/download to their computer or phone via the internet, such as videos, emails, web pages and music.

Data Allowance – The amount of content a person can up/download during a billing cycle. Usually measured in GB or MB.

Data Cap – The maximum amount of data a person can up/download during a billing cycle before having their bandwidth throttled, internet shut off or facing overage fees.

Dial Up – A type of internet connection that uses the phone lines. Dialup is the slowest form of internet access, as well as the cheapest.

Dongle – Another word for USB or stick. More commonly used in European countries.

DSL – A type of internet connection that uses the phone lines to transmit data. DSL came after dialup and was the first high speed internet connection. Speeds top out at 5-7 Mbps.

Facebook – A social network platform where users can connect with friends and family from all over the world.

Fiber Optics – A type of internet connection that is made up of thin glass fibers to transmit data.

FiOS – Verizon's fiber optics internet connection.

FTTH/FTTP – Fiber to the home/ Fiber to the premises.

GBps – An abbreviation for gigabytes per second.

Gbps – An abbreviation for gigabits per second.

Hotspot – An area where there is a wireless (wi-fi) internet signal.

Internet Service Provider – A company that provides internet access.

ISP – An abbreviation for internet service provider.

Latency – The amount of delay for data to make a round trip. Usually measured in ms (milliseconds) when used when talking about internet connections.

LTE – An abbreviation for long term evolution. A technology used for mobile internet.

MBps – An abbreviation for megabytes per second.

Mbps – An abbreviation for megabits per second.

Modem – A piece of equipment that changes analog waves to digital so that it can display on your computer. A modem connects you to the internet.

Overage Fees – Fees assessed for exceeding your data allowance or the internet service provider's data cap.

Pay As You Go – A prepaid alternative to buying internet service (instead of a monthly plan).

Peak Usage Time – The time of day when most people are using the internet simultaneously, usually after work.

Ping Rate – Another term to describe latency.

Pinterest – A content sharing service that allows members to “pin” images, videos and other objects to their personal page or pin board, and share that with others.

Router – An optional piece of equipment that sits between your modem and computer that takes the signal and sends it to other computers on your network wirelessly.

SIM Card – An abbreviation for subscriber identity module. Used to identify and authenticate internet and cell phone users.

SMS – An abbreviation for short message service. Another term used for text message.

Stand Alone DSL – Naked DSL is having an internet connection using DSL, but without having a phone line.

Tether – To take your cell phone or tablet and turn it into a “hotspot” for your other devices. A way to access the internet with a device that doesn’t have internet access, by connecting it to a device that does.

Twitter – A social media platform where users can follow other users (or be followed) and communicate by creating short snippets no longer than 140 characters long.

USB – An abbreviation for universal serial bus.

VoIP – Stands for voice over internet protocol. A way to talk to someone on the phone using a microphone or web camera over the internet.

Wi-Fi – A term used for wireless internet or wireless signal.