

24-7 Telcom, Inc.

912 Crescent Street, Menomonie, WI 54751

February 14, 2022

Dear Town of Wheaton Neighbors –

Welcome to the 24-7 Fiberhood! You will soon have access to some of the fastest internet speeds in the country via all fiber optic network.

We are at the beginning stages of our project to connect you and your neighbors to our existing fiber optic network of over 1,400 miles. We want to invite you to our meeting on Thursday, March 3. This meeting will help you understand the process of getting the Fiber to your Home (FTTH). We will be available to answer questions and begin the pre-registration process.

When: Thursday, March 3 at 6:30 pm

Where: Town of Wheaton, 4975 County Highway T
Chippewa Falls, WI

We look forward to seeing you there!

Your friends,

24-7 Telcom Fiber Optic Team



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Building Fiber to your front door!



Phase 1: Interest – done! Your Town Board decided on partnering with 24-7 Telcom. 24-7 Telcom applied and received an ARPA Grant from the WI PSC!

Phase 2: Pre-Registration

During pre-registration, 24-7 Telcom will be contacting every potential home and business. Installing FTTH during the pre-registration-phase has a \$150 one-time network connection fee. This fee is a one-time, non-refundable fee to provision, turn up, and test the broadband service at a new location. **Once the project has started, the network connection fee will increase,** so now is the time to register!

Phase 3: Construction

Once the weather cooperates, we will construct a mainline to our newest Fiber Optic Smart Communities. You will notice flags and heavy equipment in your area, and the Fiber will also need to be spliced and tested during this phase.

Phase 4: Schedule Install

This is the phase when you decide on your package. Our technicians will physically connect your house to the fiber optic network and turn on your desired services.

Phase 5: 24-7 Fiberhood

This is the phase when you can sit back and relax. You and your neighbors are now connected to the most advanced pure fiber optic networks!

While you wait, we get busy!

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24-7 Telcom is building miles of brand new fiber-optic cable, which is far better and faster than copper or coax at transmitting information, such as the bits that make up your favorite websites, YouTube videos, video chats, or online games. Fiber-optic cables are made of glass, and they use lasers to transmit information — close to the speed of light! It's amazing technology, only 17.3% of Wisconsinites have access to 1 Gig fiber network today, and we are excited to get YOU connected!

There are a few big steps.

Step 1: Figure out where we can put our Fiber. We need to build miles of Fiber — but we can't just put it wherever we want. First, we use infrastructure data shared with us and create a base map of where we can build and avoid (water, sewer, and electric lines). Then, a team of surveyors and engineers hit the roads to fill in any missing details.

Step 2: Design the network. There are a few basic components to our Fiber networks that we need to design from scratch for every single township. Every mile of this network has to be planned and diagrammed, which takes a huge amount of time. We also plan and build backup fiber routes; we want to be ready just in case.

Step 3: Build the network. Only once we have a solid plan — including diagrams, detailed maps of where we'll need to install new cable, conduit, and the specs for every single cabinet — we get boots on the ground to start building our network. That's when you'll start to see crews out in the streets with their trucks, boring machines, and rolls of Fiber-optic cables. In other words, this is a huge undertaking, and we know you might get a bit impatient with us from time to time. Our goal is to bring you fiber-optic service as quickly as possible; [thank you for your patience.](#)

We're very efficient when we can be!

We have learned a lot since our first FTTH buildout in 2007 and have streamlined as much as possible in our construction process.

- We have designed the Fiberhood pre-registration and construction process to maximize efficiency.
- When it's time to connect to your home, we'll contact you so we can schedule your installation appointment.

[Thank you!](#)



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