



MLI Fiber FAQ

What is the contract?

- Contract is 1 yr. and a minimum \$99/month service for the first year, or 2yr at \$74.99/month, after service contract is complete there is vacation available.

Are there other services available than on www.misslink.ca (fiber selections)?

- Yes, we can provide commercial and custom services as well, call or email.

What is installation price? (Installation costs per customer average over \$2000 which MLI subsidizes)

- Early bird sign up is \$500 for first 50 meters of installation
- Early bird pricing ends two weeks before the drilling/ conduit team has started in your area. The price will go up to \$750 for the first 50meters if there is a group of 4 to do in the area.
- For an individual install the price is \$1000 for the first 50 meters.

What does the installation include?

- First 50 meters of conduit from our flowerpot (road conduit connection)
- 50 meters of fiber and conduit & Installation of fiber and modem into the house.

What if we are over 50 meters?

- Extra meterage is charged out at \$55/m drilling, \$25/m for large plow work, and \$15/m walk behind plow.
- You can install your own conduit – must be 1.5” continuous water line as we will fish our own conduit in after, extra billing may come into play if installation is improper. First 50 meters is included, with a \$500 install and set up fee, and extra meterage for our conduit and fiber is \$2.50/meter

What else do I need?

- You will need a router if you would like to use multiple devices, MLI recommends a gigabyte capable router. This is a customer expense. MLI does not do support past the D mark of the connection. For example, MLI does not support the customers internal network which includes your router.
- You can direct wire to one device from our modem and you receive only one IP.

Once I sign up how long before I have internet?

- MLI will start to take sign ups approximately one year before expected light up time of the network.
- These types of projects are very large and take time to complete.



What is the expected timeline? (Approximately 1.5 yrs.)

- Right of ways and permits – 4 months
- Mainline installation – 3 months
- Side route installations – 2 months
- Customer drops – 4 months
- Customer modem installs – 2 months
- Testing of network 1 month

Is fiber better than what I have?

- The equipment installed is capable of 1000mbps on every fiber to every house. Whereas for instance the fastest 5G network access point, which is shared by many, is only capable of 1300mbps and many people must share that speed
- Most residential wireless networks are capable of about 4-25Mbps if they are not overloaded. It is nearly impossible to overload a true fiber network
- Wireless is prone to line of sight and interference; fiber does not have to deal with this.

What about the monthly costs? Will it be more expensive?

- While the monthly rate is competitive with wireless offerings you will be able to save money when on the fiber network. See TV and VoIP below

Can I stream TV?

- Shaw Direct “ BlueCurve TV” <https://support.shaw.ca/t5/tv-articles/about-bluecurve-tv-web-app/ta-p/5525> May have to try different browsers, and need to enable Flash
- Bell TV <https://tv.bell.ca/login> https://www.bell.ca/Bell_TV/Promotions/Bell-TV-App
- Telus <https://www.telus.com/en/tv/optik/app>
- Crave – quite often this is included with your TV subscription <https://www.crave.ca/>
- Netflix <https://www.netflix.com/ca/>
- Disney <https://www.disneyplus.com/en-ca/>
- CBC <https://gem.cbc.ca>
- Google <https://play.google.com/store>
- CTV <https://www.ctv.ca/>
- Note: all these streaming services use data, Standard Def about 1GB/hr, HD content 3Gb/hr, 4K uses about 7Gb/hr <https://www.androidcentral.com/how-much-data-does-streaming-media-use>
- lots of subscription possibilities <https://cansumer.ca/streaming-services-canada/>

Digital Phone VoIP

- You will be able to get rid of your land line and subscribe to VoIP services. Top VoIP in Canada 2020 <https://sourceforge.net/software/business-voip/canada/> also MLI can provide starting at \$25/month.