

# Frequently Asked Questions

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## General Information

### Where can I get more information about service with Northern Lights Fiber?

Call us at 1-888-236-2947

Check out our Facebook for updates! Northern Lights Fiber

Reference the Experience Book that will be mailed to your home

Visit our website [www.northernlightsfiber.ca](http://www.northernlightsfiber.ca) to learn more about us and our services

### Who is Northern Lights Fiber?

Northern Lights Fiber was co-founded by Grande Prairie residents Jodi and Arjen Bloomer-Kaput with the goal of offering families, businesses and industry the best internet in the market, that is 'made in Alberta' by a great team who deeply cares about our customers and our communities.

### What is the digital divide?

The digital divide is the difference between the connectivity that urban centers and their residents enjoy, compared to the lack of connectivity and quality internet that is seen in rural areas. We're closing this gap permanently. We are going far beyond 50Mbps/ 10Mbps speeds as the standard is set today and bringing residents 10,000 Mbps enabled infrastructure for your home and business! To do this we are building brand new networks/infrastructure for your area and connecting your home to world class fiber optics. We will be building this in the ground and past your home or business.

## Why is fiber internet and WiFi so much better than satellite, wireless or copper?

Fiber internet has virtually no limit on speed or capacity. This means that when we sell you a 1000Mbps package, you will GET 1000Mbps. Plain and simple.

Because of the abundance of speed and capacity and the near limitless potential to increase speeds and capacity of fiber, we won't need to upgrade, rebuild or reinvest into new fiber infrastructure for many generations. This means that what we have built and installed to many homes in town will still service and vastly outperform any other service, even decades down the line. This is truly a one-and-done upgrade that will solve your connectivity needs once and for all.

We have also invested in the best WiFi hardware for your home that the industry has to offer, so your WiFi is as good as your fiber internet that powers it. You can connect 250 devices to just one router!

## What is a FAR, and why is it important to sign a FAR?

By signing a Fiber Access Request (FAR), you give us permission to build fiber internet lines to your home - with **NO obligation** to take our services after the network construction is completed to your home. However, once you have fiber lines built through Northern Lights Fiber, you can sign up anytime and access Fiber Internet when you're ready!

*It's important to call our sales team or [submit a FAR](#) as it allows us to better prioritize places that need/want it the most!*

## Construction/ Remediation

### How can I find out about construction progress?

Construction is already taking place as you're reading this, but there is lots of work ahead of us. You can follow our Social media page Northern Lights Fiber – Project Aurora on Facebook or reach out to our Customer Service team.

- Call us at 1-888-236-2947.
- Check out our Facebook for updates @ Northern Lights Fiber.
- Reference the Experience Book that will be mailed or hand-delivered to your home.
- Visit our website [www.northernlightsfiber.ca](http://www.northernlightsfiber.ca) to learn more about us and our services.

### Are there any construction costs?

We will not charge for construction to anyone within the scope of our project. Your construction will be free when you sign up for services or even if you're not ready to sign up just yet, you can submit a [Fiber Access Request](#), which allows us to build you free fiber infrastructure to your home for your future use.

## What is a FAR, and why is it important to sign a FAR?

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*It's important to call our sales team or [submit a FAR](#) as it allows us to better prioritize places that need/want it the most!*

## How will the fiber be brought to my house?

If you sign up for service or sign a FAR for free fiber infrastructure without services, during this process, we will need to bury this new infrastructure to your house. We call this “the drop”. If you are taking services, we will also install a small box on the side of your house, called a NID (network interface device). The NID allows us to cleanly and securely install the line into your home.

## What are these flags? How long do they have to be in the ground?

The flags on your lawn are to mark out important infrastructure that already exists in utility right-of-ways as well as anything going up to your home itself. We want to flag these so that we know where not to dig. This ensures we can avoid accidents and dangerous situations for our crew due to striking unknown utilities like gas and electrical lines with our equipment. It is critical that these are not removed or moved as they are imperative to the safety of our crews and your property!

For more information on this process, please reference our Experience Booklet, which has more detailed information.

## What products is Northern Lights Fiber using to connect my home? Are they made for our environment?

We're proud to source Albertan, Canadian, and North American products whenever possible. Our products are engineered and specified for networking in northern Canadian climates to ensure longevity and reliability expectations are met.

## How will Northern Lights Fiber build the network in my community?

We use various methods and pieces of equipment when building your network. These range from large hydrovac trucks, to specialized tools such as directional drills, vibratory plows and even some hand digging by our crew. Each of these aspects are part of how we dig and bury fiber infrastructure, feet below the ground for thousands of kilometers all across Northern Alberta. For more information, please see the construction section in our experience booklet and check our detailed construction process steps!

## What about post-construction restoration?

When we have finished our construction, we always return affected areas to as close to original form as possible. We are not purposely making a mess, but this is a big infrastructure project to update broadband infrastructure. Our crews will backfill with soil, seed and water grassed areas and patch any asphalt or driveway damage that may possibly occur. It's very important to us that this work is done right and done well. We will always do our best to make as little physical impact as possible!

If you have any concerns or want to report any activity, please email [construction@canadianfiberoptics.ca](mailto:construction@canadianfiberoptics.ca)

Please call the Customer Service center for situations that are urgent. Otherwise, please give us 5 working days to respond to normal priority situations.

## Is the box or pedestal on the utility easement or right-a-way?

Yes, we only place public serving infrastructure in the public right-of-way. This infrastructure is required to serve entire communities. Any infrastructure needed to connect your individual home or business is done by submitting a FARs or sales.

## Service and Installation




### How do I sign up?

Visit **NorthernLightsFiber.ca/#Residential** If you want to sign up for services to your home! If you want to submit a FAR (Fiber Access Request) then you can click the permanent banner on the website to take you to our form!

### Is this more expensive than the internet we are paying for already?

No. Our fastest and best 1000Mbps service package (\$139/month) is *LESS EXPENSIVE* than Starlink (\$150/month) and it is many times faster on both the upload and download speed. It also is much more reliable and will see less interruptions and general downtime. It is an even larger gap between our fiber services and other wireless or copper-based internet services. With our packages, we deliver a superior experience and internet service that works very well and can support as much usage and connected technology as you wish to connect. The best part is we are a locally grown and operated company that supports you with local techs and staff. When you need us, we are easily reachable and available to help you!

See the help comparison chart on the following page.

	 <b>NORTHERN LIGHTS FIBER</b>	 <b>TELUS</b>	 <b>STARLINK</b>
Fiber Optic Internet	Yes	No	No
Wi-Fi 6	Yes	Yes	No
Fastest Speed Tier	1000 Mbps	50 Mbps**	250 Mbps*
Local Customer Service Teams	Yes	No	No
Deliver Speeds as Advertised	Yes	No	No
Equal Download and Upload	Yes	No	No
Alberta Based	Yes	No	No
Unlimited Data	Yes	No	Yes
App for Account Management	Yes	No	No
Whole Home Wifi	Yes	No	No
Home Phone Available	Yes	No	No
Upfront Costs	\$0	\$50	\$600
Entry-Level Monthly Standard Rate	\$89	\$109	\$140

\*\*Telus Hub

\*Best Case

Pricing as of 3/26/24 and does not account for promotions and seasonal pricing.

## What are prices for service?

We offer three standard fiber internet speed packages which all include:

- unlimited data
- free, cutting-edge wi-fi coverage,
- baseline support with the northern WiFi app,
- free installation with early sign-up or free fiber construction without service if you sign a FAR
- free equipment with every two-year contract.

Aurora 100 \$89/month – up to 120 Mbps download and upload

Aurora 500 \$119/month – up to 520 Mbps download and upload

Aurora 1000 \$139/month – up to 1000 Mbps download and upload

## What other services do you offer?

In addition to providing really fast internet, we also provide:

- Home phone services
- ProtectIQ - Protect IQ offers robust cybersecurity features, safeguarding your digital assets from threats such as malware, phishing, and identity theft, providing peace of mind in an increasingly interconnected world.
- ExperienceIQ - ExperienceIQ is a service that helps you control and protect your children or grandchildren from harmful or inappropriate content, limits screen time on devices or applications, and displays online usage through our enhanced parental control app.
- WiFi6 Mesh Extender

## How much is the WiFi6 Mesh Extender?

The Wi-Fi Extender is only \$9.99/ month. If you're unsure if it's needed, we can always make an assessment when we're at your house during installation. We also have bundles that include the use of mesh extenders and additional features at a great price. Check out the website for more details

[NorthernLightsFiber.ca/#residential](https://NorthernLightsFiber.ca/#residential)

## Can I use my existing equipment?

Yes – but this is not recommended, as it's very hard for us to serve and troubleshoot services. And, any additional services require our WiFi equipment to be used.

## Is there a fee for a router?

No, if you commit to two years your router is provided to you for free. Also – our WiFi is state-of-the art WiFi6 technology and can connect 250 devices at one time!

## Do you offer a seniors discount?

Yes. Fiber internet empowers seniors by providing fast, reliable connectivity that enhances their online experiences, fosters social connections, and improves their overall quality of life and independence, while also supporting their healthcare and information needs.

- We have Alberta's best seniors plan. Our discounted Seniors Package is only \$70/month and includes a number of great features:
- 100Mbps UNLIMITED USAGE Fiber Internet
- ProtectIQ advanced virus, malware, and intrusion protection
- FREE Canada Wide Home Phone
- FREE installation, and hardware

## Is it actually *unlimited* internet?

Yes! There are no data caps, speed throttling or overage charges EVER! Check out our residential pricing section on our website for more information on our packages! [NorthernLightsFiber.ca/#residential](https://NorthernLightsFiber.ca/#residential)

## What if I rent so I cannot commit to two years?

Month-to-month contracts are available, if needed. BUT, if you're planning on moving within the same town, your service can move with you (free of charge) or we can transfer your fiber services to the next person who will stay at your house, also free of charge! Call our control center for information on month-to-month services. 1-888-236-2947

## If I don't want to commit to two years, do I have other options?

Absolutely! Month to month is an option. However, you will pay more monthly and a hardware cost up front.

## Will fiber be available in apartments or trailer courts?

At this point, YES! We require Fiber Access Request to be signed by your landlord. These give us permission to construct on private property. We hope to connect as many apartments and trailers as possible.

Feel free to ask your landlord if a Fiber Access Request has been signed!

## How will the fiber be brought to my house?

If you sign up for service or sign a FAR for fiber infrastructure. During this process, we will bury the new fiber infrastructure to your house. We call this "the drop". If you are taking services we will also install a small box on the side of your house, called a NID (network interface device). The NID allows us to cleanly and securely install the line into your home.

Having fiber infrastructure will future proof your home for generations to come. And while cities already have this infrastructure, it's extremely rare for rural communities in Canada to have this new fiber infrastructure.

This will not only be good for your household and local businesses, but real estate studies strongly suggest the increase of property value when having this infrastructure to your house, which is pretty cool.

## How will I know to expect installation?

Once we have constructed past your house and completed splicing (connecting of the fibers) you will hear from someone 2-3 weeks before hand to book installation. Sometimes this can be faster, depending on our team's schedule.

## How long will the installation take?

The average installation will take about 2 hours. Longer could be needed. Our Customer Service representative booking the installation will be able to answer any questions needed!

## What is the cost of installation of my fiber?

Installation for all residential fiber service options are free with a 2-year commitment!

## Will TV be an available service?

Although high-speed internet will allow you to stream all your favorite TV shows on platforms like Netflix and Disney, we are hoping to launch a live TV platform soon!

## If I sign up before installation, will I start paying before I have my service?

NO, you will not pay until you receive our service. We really encourage signing up ASAP to help us know where our services are needed for our installation plans. If you have signed a FAR, you won't pay anything, but you will also not be able to utilize the fiber infrastructure, until you do sign up, although it's great to have this in place now so that you have the option anytime you want, in the future!

## I have more questions, who can I contact?

Feel free to contact our customer support center at:

1-888-236-2947

Or our Facebook messenger attached to our Facebook pages:

NORTHERN LIGHTS FIBER

NORTHERN LIGHTS FIBER – PROJECT AURORA

## Support – Who to Contact

### Do you have a referral program?

Not at this time, but we may create one in the future.

### Where else have you built?

We have built fiber networks in Grande Cache, Valleyview, Wembley, Beaverlodge, Sexsmith, Fox Creek, High Prairie, Millet, Calmar, Fairview, Grimshaw, Grovedale and Sturgeon County.



## I have more questions. Who can I contact?

- Feel free to contact our customer support center at 1-888-236-2947
- Our website chat tool at [NorthernLightsFiber.ca](https://NorthernLightsFiber.ca)
- Or our Facebook messenger attached to our Facebook pages! Look up Northern Lights Fiber on Facebook.

## How can I give a good review?

You can submit a review to [review@canadianfiberoptics.ca](mailto:review@canadianfiberoptics.ca)

## How can I complain?

You can send an email to [Support@canadianfiberoptics.ca](mailto:Support@canadianfiberoptics.ca) or [construction@canadianfiberoptics.ca](mailto:construction@canadianfiberoptics.ca)

Please call the Customer Service center for situations that are urgent. Otherwise, please give us 5 working days to respond to normal priority situations.

## Speed Tests? Why doesn't my current provider's speedtest show the same as what I'm paying for?

With wireless providers and other older internet technologies, there are inefficiencies and natural losses that customers experience. There is also a limitation on how many customers the technology can support. Rural areas use these old technologies and simply have far too many people to serve and the technology used is not able to keep up or provide the speed you purchase.

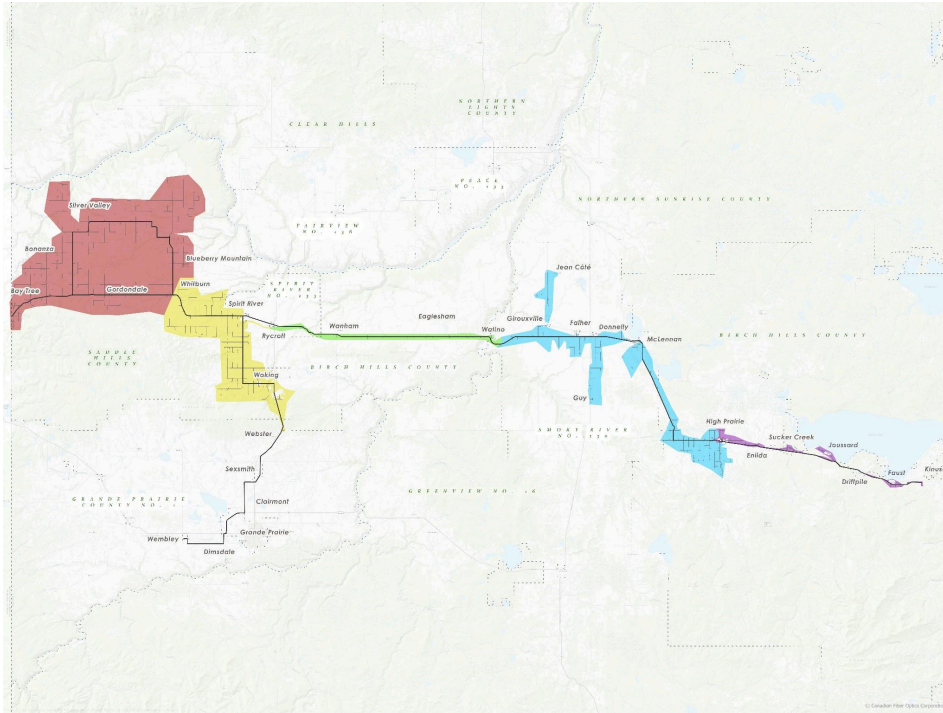
With Northern Lights Fiber, we are solving this issue and ensuring that every home has more than enough to get what they pay for. When we say 500 Mbps we mean 500. Run a speed test when you have fiber and see for yourself how incredibly fast it is!

## What about my email address?

You can keep your email address, but it is our recommendation that you acquire an email address that is agnostic to your internet service I.E. Gmail, Yahoo, Outlook, Microsoft all provide great email systems and they are all completely *free* and come with a number of features including free cloud storage and free file transfer. All of our customers with previous provider addresses have been able to keep their email addresses. However, providers do view these email addresses as additional services, so we cannot guarantee that you are not charged to keep your email. In our experience, no one has been charged for keeping their email from their previous provider.

## What is Project Aurora?

Project Aurora is a large-scale fiber internet network project to connect many northern Albertan communities, businesses, farms, and homes to ultra-fast and future-proof internet connectivity.



## What makes Project Aurora unique?

There are large portions of Calgary and Edmonton that do NOT have fiber, and very few homes in Grande Prairie. It's very rare for any rural property across Earth to have fiber-based internet, let alone internet that can provide over 10,000 Mbps of symmetrical speed and capacity. It's incredibly unique and a significant advantage given to rural communities that need connectivity to grow and thrive long-term.

## Is my home or property part of Project Aurora?

Most homes in SHC are eligible, with some exceptions. Please reach out to us by filling out a Fiber Access Request (FAR) at [NorthernLightsFiber.ca/Project-Aurora](https://NorthernLightsFiber.ca/Project-Aurora)

## When can I expect you in my neighborhood?

This is a very large project covering well over a thousand kilometers of transport fiber and thousands of kilometers in total Fiber built. We expect this project to take 3 years to complete, and we're working fast to stay on or ahead of schedule! Follow us at Northern Lights Fiber – Project Aurora and our website [NorthernLightsFiber.ca](https://NorthernLightsFiber.ca) for updates and more information on our progress!

## **I live on a farm. Are there additional costs for this?**

A small installation cost may be applied, but many of our promotions often discount this cost and our internet is cheaper and better than Starlink!

If you are part of project Aurora, the federal and provincial governments have subsidized some costs associated with getting fiber to your property. There are specific packages we have built for rural farms or acreages. Call our sales department at **1-888-236-2947**

## **If my home or farm is not part of project Aurora, can I pay additional for construction if I'm not part of any projects planned this year?**

Our company mission is to connect all within reach. We want to connect as many people as possible. If you are outside of our project scope currently, please complete a Fiber Access Request at [NorthernLightsFiber.ca/Project-Aurora](https://NorthernLightsFiber.ca/Project-Aurora) so that we can properly assess the opportunity and contact you to discuss the potential connection!

## **What are the eligibility criteria of Project Aurora?**

Federal and Provincial standards outline which premises were eligible or not, based on the 50/10 criteria, and grant funding available.

## **Can I connect my business?**

Yes, our team will work with you to provide a perfect business solution for your business needs. We do custom proposals and tailor-made solutions for every business we connect. Go to [NorthernLightsFiber.ca/#business](https://NorthernLightsFiber.ca/#business) and submit your interest in business services!