



Better with Fiber

**BTC Fiber is coming to
your neighborhood!**



Soon, you will begin seeing BTC construction crews in your neighborhood.

Upon the completion of the fiber network construction, you will gain access to a more dependable high-speed internet connection, along with television and voice services. This guide details what you can anticipate as our teams carry out work in your neighborhood.

Step 1

Fiber is on the way!

Soon, you may begin to see BTC construction crews in the area. Be on the lookout for our crew who will begin designing and staking new fiber optic cable in neighborhoods.



Time Frame

4-6 weeks depending on the size of the area.



Homeowner

Questions? Contact our engineering department at 423-447-1411.



BTC

Our engineering department is designing the fiber optic network.



Upon Completion

Utility providers will locate their utilities and mark them with spray paint or flags.

Step 2

Marking of existing and proposed public utilities



Time Frame

1-3 weeks depending on the size of the area.



Homeowner

Let BTC engineering know if there are questions of the planned path marked in white.



Upon Completion

Mainline fiber construction can begin.

Before construction can begin, our crews need to know where all other public utilities are located underground. The utilities are identified with paint markings and/or small flags placed in the ground. The paint is non-permanent and will fade over time. The flags are removed at the completion of the project. The purpose of marking these lines is to avoid damage to buried utilities and prevent any service disruption to your community. **As a property owner, there is nothing for you to do during this stage. Your turn comes later.** Each utility provider is responsible for locating their own lines.

- Red: power / electricity
- Yellow: natural gas
- Green: sewer
- Blue: water
- Orange: cable tv, phone
- White: BTC's planned path

Step 3

Construction to install mainline fiber optic network



Time Frame

3-4 months depending on the size of the area.



Homeowner

Know our team is hard at work connecting your area with fiber. Your patience during this step of the construction phase is appreciated. Questions give us a call at 423-447-1411.



BTC

BTC and contract construction crews are working hard to build, splice, and test the new network.



Upon Completion

BTC services are ready to be installed in your home.

The mainline construction process is the extension of BTC's network to your area. During this stage, we are physically placing the fiber optic cables. For the most part, the path taken is usually along public right of way along roads. The technique used to place the fiber optic cables varies between aerial placement along existing pole line and buried placement utilizing a vibratory plow and underground boring (called directional boring).

You're ready to be connected! Sign up to add or upgrade to fiber during this step.

Step 4

Construction to connect new BTC customers' homes to the fiber mainline



Time Frame

1-3 weeks. May be concurrent with fiber placement.



Homeowner

Call 423-447-2121 to place your fiber order.



BTC

Our team is designing the path of the fiber line to the home and scheduling the construction process with our crew.



Upon Completion

BTC services are ready to be installed in your home.

This step extends the fiber from the road to the outside of your home. During this stage, we are physically placing the fiber optic cables that will transport high speed Internet, television and voice services to your individual home. Our goal is 100% satisfaction for each homeowner and to that end, it is our responsibility to ensure your property is handled with care. It is not necessary for you to be home during the actual construction process but as explained above, we will meet with you prior to the start to discuss the path of the fiber line and do a walk-through of your property, if necessary. At that time, please mention all underground systems other than public utilities, such as septic system, sprinkler systems, invisible dog fences and landscaping lighting, to this representative.

Step 5

Installation of BTC services in your home



Time Frame

2-3 hours.



Homeowner

BTC will call you to schedule installation of fiber to the inside of your home. We will also install your new Wi-fi equipment and get you online! Please have a family member or representative over 18 years of age present at the time of installation.



BTC

We will be on time for scheduled appointment and take the time to review how all services work with you.



Upon Completion

BTC services are live in your home.

The installation process is the final stage of bringing BTC's network to your community and extends to the inside of your home. Our network is connected to equipment in your home that will deliver the fastest, most reliable Internet speeds in the area.



Step 6

Enjoy!



Faster Internet

Super-fast speeds up to 1 Gig mean no more lag or buffering.



Unlimited Data

Stream, work, and play on all your devices any time without incurring additional charges for exceeding data limits.



Higher Property Values

Homes with fiber internet can increase in value by \$5,500+.



Local Company

Our network is owned, built, and serviced by your neighbors.



Better Service

Fast response times and resolutions from skilled technicians.



Reliable Connection

Keep internet connectivity even in bad weather conditions and during periods of high usage.

How much speed do you need?

100/100 Mbps

Great for “essential” internet use only—email, social media, web searches.

250/250 Mbps

Pick this plan if you have a cozy household with a few connected devices.

500/500 Mbps

Work, play, and stream on multiple devices at the same time.

1 Gig/500 Mbps

Anyone ever called you a “techie”? This plan provides lickety-split downloads.

1 Gig/1 Gig

Need NASCAR speeds? Get ultra-fast downloads and uploads on several devices at once.

Enjoy Seamless Streaming.

Your movies & shows your way.

Whether you prefer to channel surf local TV favorites or stream movies and shows via the internet, we have the perfect video package for you.

Our service is compatible with a wide range of devices, ensuring you can watch your favorite content on your terms.

Why Choose Our Streaming Service?

- Extensive Channel Selection
- On-Demand Content Library
- High-Quality HD Streaming
- Compatible with Multiple Devices
- Flexible Subscription Packages



Top Ten

Reasons BTC Fiber is better

- 1** Local employees right here to take your call
- 2** Ultra-fast speeds that'll make your jaw drop
- 3** Strong connection you can depend on
- 4** Expert technicians ready to help you out
- 5** Crystal-clear phone calls and streaming
- 6** Plenty of bandwidth for all your devices
- 7** No data caps—the sky's the limit
- 8** Future-ready fiber optic technology
- 9** Secure network to put your mind at ease
- 10** Fiber line increases your home's value

Haven't ordered yet? Sign up today!
Call 423-447-2121.

Find out more today! Visit us online at
btcfiber.com or call 423-447-2121.



**Supporting our towns.
Supporting you.**

btcfiber.com
423-447-2121

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