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Lyndon Township High-Speed Fiber Internet FAQ

Who is MEC?

We are an electric cooperative based in Cassopolis, MI with roots dating back to 1937. We brought electricity to the rural space when the incumbent utilities would not, and are reliving that story by bringing high-speed fiber internet into our rural service territory. The Lyndon Township Broadband Implementation Committee selected MEC to be the internet service provider for the township's fiber optic network based on our response to their public request for information.

Who is eligible for service?

On August 8, 2017, Lyndon Township residents approved a bond proposal to fund construction of a community-owned fiber optic broadband network that will serve every home and business in Lyndon Township. The service is available only to residents and businesses within the township.

When will service be available?

Lyndon Township is overseeing the full construction process, and expects mainline construction to begin in November, contingent upon various permitting processes. Construction will begin in the southeast corner of the township and is currently planned to move counter-clockwise. Township officials expect mainline construction to be complete by Q4 of 2019.

What steps are involved with building the system?

There are many steps to building the infrastructure, including mainline construction and splicing, mapping for service drop installation, service drop installations and splicing, and home installation.

Will there be communication during the construction?

We will email monthly construction updates to everyone who is signed up for service.

What will be installed at my home?

A box will be installed on the outside of your home, typically near your electric meter. This is where the service drop terminates and the optical signals are brought into your home.

What should I expect during the in-home installation?

Your installer will bring the fiber from the outside box to the inside of your home. We will work with you to determine the best routing and placement for the indoor equipment based on your home configuration and personal preferences, and test the service to ensure everything works. We also will help you create your online SmartHub account. This is where you can view and pay your bills, receive notifications, and change your package or add a new service.

Is there an installation fee?

Installation fees are waived for anyone signing up before April 30, 2019. After that, the installation fee is \$300 to bring service from the main line to your residence. This covers up to 300 feet of line; anything additional is \$1 per foot.

Is there a contract?

Yes, a 12-month service contract is required.

What services are available?

Internet Services: All packages offer symmetrical speeds with unlimited data

- Residential & Small Business Internet Basic 25 Mbps: \$34.95/month
- Residential & Small Business Internet Ultra 100 Mbps: \$44.95/month
- Residential & Small Business Internet Gig 1 Gbps: \$69.95/month
- Larger business service available by request
- Managed Wi-Fi (includes a high-tech router and unlimited 24/7 remote support): \$5/month (free for Gig subscribers)

Telephone Services: All packages offer unlimited domestic long distances and voice mail; international calling plans available upon request. Basic features include call waiting, caller ID name and number, digital voicemail, call forwarding and call blocking.

- Residential Telephone First Line \$39.95/month
- Small Business Telephone First Line \$49.95/month
- Additional lines available at a discounted rate

Bundled Service: Bundle your internet and phone service and receive a discount of \$10/month.

Seasonal Rate: Seasonal subscribers can maintain limited service for up to six months/year for \$15/month for each service.

Can I keep my existing telephone number?

Yes, with a signed Letter of Authorization.

Can I add telephone service later?

Yes, you can add telephone service any time.

Do you offer email addresses?

No, you can choose any email service you'd like, including free ones like Gmail, Yahoo and Hotmail.

Can I use my own wireless router?

Yes, or use our Managed Wi-Fi for just \$5/month.

Is technical support available?

Yes, we offer 24/7/365 technical support.

What is the billing process?

You will receive email bill notification; no paper bill is sent.

How do I remit payment?

The easiest way to pay your bill is through SmartHub, our secure online and mobile platform. You may also sign up for autopay, or pay over the phone or by mail.

How do I sign up?

Learn more about the service and sign up at teammidwest.com/lyndon.