

## OVERVIEW

Co-Mo Connect is coming to the City of Lincoln! An agreement has been reached between the City of Lincoln and Co-Mo Connect to construct fiber in the city limits of Lincoln. As a result, residents in the city limits of Lincoln will be eligible to receive Co-Mo's ultra-fast gigabit fiber internet service, as well as Co-Mo's HALO TV and crystal-clear home phone services in the near future.

## FREQUENTLY ASKED QUESTIONS

### **Q: I'm a resident of Lincoln. Will Co-Mo Connect fiber internet be available in my area?**

**A:** Yes, Co-Mo Connect's gigabit fiber internet, HALO TV, and home phone services are coming to the city limits of Lincoln soon!

### **Q: When will construction begin? How soon will I be able to get internet in Lincoln?**

**A:** An engineering contractor has been hired to map out the city for fiber construction. Unfortunately, no further information is available at this time, and no timeline has been set for the start or completion of construction. But construction is going to happen, and Co-Mo Connect is coming to the city of Lincoln in the near future!

### **Q: When will you know more about a timeline?**

**A:** We should know more about construction timelines in October and will communicate the additional details with residents via a new construction website, postcards, social media, and other communication channels.

### **Q: Should I sign up for service on CoMoConnect.com now?**

**A:** No. Do not sign up at CoMoConnect.com this time. Lincoln is not currently eligible for service and signing up now would require another sign-up to agree to terms of service when services are eligible.

### **Q: When should I sign up for service?**

**A:** When construction is completed in Lincoln, a subscriber will receive a notification postcard in the mail from Co-Mo notifying the subscriber that Lincoln residents are eligible for service. When the subscriber receives this postcard, they should visit CoMoConnect.com and simply follow the instructions listed on the card to sign up for service. A Co-Mo representative will then call the subscriber to collect an installation fee and schedule your installation.

### **Q: How will fiber lines be built inside the city?**

**A:** Fiber lines will be buried underground along the city's right of way.