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## Fiber Internet Q&A

### Q. Is there an equipment charge?

A. No, BBC does not lease routers. We have routers available for sale or you can buy your own router at any number of stores. Typically, you can buy a router for less than BBC can, so we encourage you to purchase your own equipment. We do recommend an 802.11 AC or new WiFi 6 router.

### Q. Is there an additional charge for WiFi?

A. No. We provide you great Internet. We will even sell you a router or you can purchase your own. Both will provide you with WiFi but we won't charge you extra for it.

### Q. What package (speed) do I need?

A. The quality of the service (i.e., slow Internet) is dependent on several factors: (1) how many devices are connected. (If you have smart phones, tablets, etc. all utilizing the bandwidth it will affect the service, especially if you have WiFi in your home). (2) The amount of active streaming video. (The more active streams, the more potential for slowed down service). (3) Time of day. (Historically the hours of 7pm to 10pm are peak times for nationwide Internet usage and can affect your performance). We do not charge a fee to upgrade a service to a higher speed profile.

### Q. Do you offer Gigabit service?

A. Our network is 100% capable of providing Gigabit Internet to 100% of our customers. However, today's WiFi routers will, on average, provide 200-300Mbps of usable wireless bandwidth in the home so anything over that level is not utilized properly. If you would like more info or pricing on Gigabit service, please contact our office.

### Q. Is this a shared network?

A. No. Fiber delivers each customer their own connection. Cable/coaxial systems are shared, but our FTTH network provides each premise its own feed. So, the profile you subscribe to will not vary due to your neighbor's usage. Again, how the service is used within a premise will affect the "speed" and once outside our network we are unable to impact the speed of the service.

### Q. If I have WiFi can other people access it?

A. We strongly recommend that all WiFi services are password protected to insure no one "steals" your service. We will help you set up protection if you are unable to yourself.

### Q. Is the service unlimited, capped or slowed after a level of bandwidth used?

A. Our service is truly unlimited. We do not cap your usage thus no overage charges, or choke (slow) the speed after a certain level of usage.

### Q. Do you offer bundle discounts?

A. Yes, if you take multiple services from us we do have discounts available.

### Q. If there are issues when can I expect a service call?

A. Since we are a local company, most service calls are handled within a 24-hour period, depending on the time we are notified of an issue.



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## Fiber Video Q&A



### Q. Does weather affect the signal?

**A.** Normally weather does not affect our signal, although if there are issues at the source, especially with local channels, it may show up. During sunspot season (twice a year) channels tend to pop off and back on, this is at the satellite.

### Q. Will the system work on older TV's?

**A.** We have been successful in connecting "older" TV's. The set-top box we use has multiple inputs which allows us to connect to a wide variety of TV's.

### Q. Will your remote work with my TV?

**A.** We have found some off brand TV's that we have not been able to program to our remote, but for the most part the remote can be programmed to work with TV's.

### Q. How much programming will the DVR hold?

**A.** Our current DVR's have a 1 Terabit hard drive and can hold approximately 250 hours of HD programming and approximately 500 hours of SD programs.

### Q. What's involved in installing the service?

**A.** This will vary as we use a variety of methods to install the service. We can utilize existing coax cable, will install new wiring, if necessary, and in rare circumstances we will utilize WiFi (not preferred due to interference issues that can occur). We will program the remote(s) and make sure the signal is acceptable before we leave an installation.

### Q. If there are issues when can I expect a service call?

**A.** Since we are a local company, most service calls are handled within a 24-hour period, depending on the time we are notified of an issue.

### Q. Do you offer bundle discounts?

**A.** Yes, if you take multiple services from us, we do have discounts available.

### Q. How often do you raise rates?

**A.** The nature of video service is that **ALL** providers experience 7% - 10% increases in programming costs every year. It is difficult for us to absorb these annual increases, so we do have to periodically increase the monthly cost of our packages. We **try** to limit these increases to an 18-month cycle.



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