



# Fiber FAQ

[www.baldwinlightstream.com](http://www.baldwinlightstream.com)

## Fiber to the Home FAQ Sheet

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1. **What is Fiber to the Home (FTTH)?**

Fiber to the Home is the installation and use of optical fiber cable from the Baldwin LightStream central office to the side of a home or business. A Fiber cable is a network cable made up of strands of glass inside an insulated casing. These cables are used for high-performance networking and are commonly used by providers like Baldwin LightStream to provide broadband services. FTTH provides a dedicated connection to each home, no longer seeing busy usage times, like in the evenings or on weekends.

2. **What is the benefit of Fiber Optics?**

Fiber delivers better video and sound, provides incredible reliability when working from home, has the lowest latency for activities like online gaming, handles multiple connected devices with ease, and provides considerable advantages to businesses. Fiber Optic is the gold standard for internet technology.

3. **Who is TD&I Cable Maintenance?**

TD&I Cable Maintenance is the contractor selected by Baldwin Lightstream to plow the Fiber lines for Baldwin LightStream. TD&I is a telecommunications company with over 35 years of experience in providing underground utility services in the Midwest. TD&I has worked with Baldwin LightStream through our Village of Baldwin, Town of Warren, Village of Hammond, and Village of Roberts Fiber Optic projects.

4. **Do I have to take services to have a FREE Fiber drop plowed to my home?**

You will need to connect services to have a drop plowed to your home or business.

5. **How can I register my location for Fiber to the Home through Baldwin LightStream?**

You can register your location by visiting <https://baldwinlightstream.com/north-hudson-fiber>, calling 877-684-3346 or scanning the QR code below.



6. **Who is responsible for marking private utilities?**

The property owner/resident will be responsible for marking private utilities such as private electric utilities, pet fences, sprinkler or irrigation systems, and underground gas.

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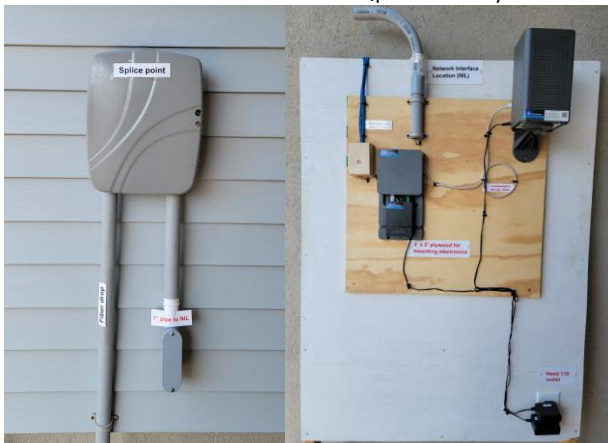
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### 7. I do not own my property; how should I go about getting the Fiber Optic service?

You will need to reach out to the property owner. We need their permission to add a new utility to their property. Please supply their information when registering your address for the Fiber project at [www.baldwinlightstream.com/north-hudson-fiber](http://www.baldwinlightstream.com/north-hudson-fiber) or by scanning the QR code on the previous page.

### 8. What is the prep work that needs to be completed at my location?

- 1" PVC pipe from where the Network Interface Location (NIL) will be located to the outside of your home.
  - The pipe needs a LB on the outside pointing up for the Splice Point location.
  - The outside riser pipe from the LB should be between 46" and 60" high and capped (not glued).
  - The outside of the pipe going into the home should be sealed with silicone.
- 2' x 2' clear space for mounting the ONT and Router
- 110-volt outlet at the NIL (previously installed or installed by an electrician)



### 9. Why do we need to do prep work?

Our contractor needs to know the exact location where the fiber will enter the house. Your complete prep will indicate to the plow crew where they are installing the Fiber drop. To avoid plowing to the wrong location and having to relocate, we will not be plowing your Fiber drop until we know the prep location.

The fiber optic cable does enter the house at the prep location and needs to be protected. The PVC pipe protects the glass in our fiber cables, preventing possible outages and maintenance in the future.

### 10. Who can do the prep work for me?

Baldwin LightStream will be doing 1" PVC pipe and ONT mounting space. There is no charge for this work. If a 110-volt outlet is needed, the homeowner may need to have an electrician complete that work.

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**11. What kind of damage will this cause to my yard?**

The machine used to plow the Fiber drop from the main line to your home uses a blade that will slice the ground and place the conduit that will be used to jet in the fiber optic cable. This part of the installation should cause minimal damage. The actual amount of disruption to the lawn will depend on whether the contractor will need to locate and dig around private utilities. The drop will connect it to the mainline that is installed in the right-of-way or easement area. A small pit will be dug in order to do this work. After the drop conduit is connected to the mainline, the pit will be filled in, leveled, and seeded.

**12. How deep is the Fiber Optic cable buried?**

The main line is installed at 24-36 inches deep.  
The drop to the home is plowed at 16-24 inches deep.

**13. What is a “cutover” to Fiber?**

We use the term “cutover” to describe the process of connecting your service from the to the Fiber Optic plant. This process is completed during a scheduled appointment. The technician will connect your internet, streaming video, and/or phone to the new fiber plant during the appointment. This appointment takes anywhere between 30 minutes and an hour.

**14. What services can I get from Baldwin LightStream once I am cutover to the Fiber service?**

You will be able to connect to our internet, streaming video, phone and/or Arlo Home Cameras.

**15. How do I know how much speed/bandwidth I need?**

Our Customer Sales and Service Representatives are trained to be able to assess your internet usage and provide a suggested internet speed tier for you.

**16. Does Fiber work during a power outage?**

No, the Optical Network Terminal needs power to run. If you have phone service with Baldwin LightStream, a battery backup power supply, that can last up to 8 hours, will be installed. This battery backup power supply is required for digital phone service, providing you with the ability to connect with 911 emergency services.

**17. Who should I contact if I have additional questions?**

You can reach our office at 877-684-3346 or by email at [fiber@lswi.net](mailto:fiber@lswi.net) if you have any additional questions.