



Fiber FAQ

www.baldwinlightstream.com

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?

To be sure your location is added to the drop list, please call our office at 715-684-3346 and speak with a customer service representative.

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

The mainline fiber will be plowed in the road right of way or the utility easement area. Once construction of the main line is completed, the areas will be filled, leveled and seeded.

7. 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.

8. 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.

9. 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.

10. 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, and phone.

11. Who should I contact if I have additional questions?

You can reach our office at 877-684-3346 or by email at info@lswi.net if you have any additional questions.