



MLI Fiber FAQ

What is the contract?

- Contract is 1 yr. and a minimum \$99/month service for the first year, or 2yr at \$74.99/month, after service contract is complete there is vacation available.

Are there other services available than on www.misslink.ca (fiber selections)?

- Yes, we can provide commercial and custom services as well, call or email.

What is installation price? (Installation costs per customer average over \$2000 which MLI subsidizes)

- Early bird sign up is \$500 for first 50 meters of installation in subdivision areas
- Early bird pricing ends two weeks before the drilling/ conduit team has started in your area. Price goes up to \$750 for the first 50meters if there is a group of 4 or more at a later time.
- For an individual and or rural install the price is \$1000 for the first 50 meters.

What does the installation include?

- First 50 meters of conduit from our flowerpot (road conduit connection)
- 50 meters of fiber and conduit & Installation of fiber and modem into the house.

What if we are over 50 meters?

- Extra meterage is charged out at \$55/m drilling, \$25/m for large plow work, and \$15/m walk behind plow.
- You can install your own conduit – must be 1.5" continuous water line as we will fish our own conduit in after, extra billing may come into play if installation is improper. First 50 meters is included, with a \$500 install and set up fee, and extra meterage for our conduit and fiber is \$2.50/meter

What else do I need?

- You will need a router if you would like to use multiple devices, MLI recommends a gigabyte capable router. This is a customer expense. MLI does not do support past the D mark of the connection. For example, MLI does not support the customers internal network which includes your router.
- You can direct wire to one device from our modem and you receive only one IP.

Once I sign up how long before I have internet?

- MLI will start to take sign ups approximately one year before expected light up time of the network.
- These types of projects are very large and take time to complete.