

WANT PUD 3 FIBER IN YOUR HOOD?



We're expanding access to our fiber optic network into designated "Fiberhoods".
We're building out the network based on demand, which means YOU and your NEIGHBORS have to prove you want it!

If you're in a Fiberhood, SIGN UP at
www.pud3.org/fiberhood
THEN help your neighbors to SIGN UP!

When your Fiberhood reaches a 75% commitment level, we'll add it to our construction list.

Fiberhood Program Overview

In order to pay for the fiber network expansion to your neighborhood- and then to your home, Fiberhood customers pay an additional "Construction Adder" on their internet bill.

Fiberhood customers will pay \$25 per month for 12 years, which is included in the bill issued by the customer's internet service provider. This fee is in addition to the price for internet service from the retailer you choose. There will also be a one-time \$250 construction application fee. This goes towards the cost of your physical connection to the network.

NOTE: Only active users in successfully established Fiberhoods will pay the construction application fee and the Construction Adder, not all PUD 3 customers and not customers in Fiberhoods that choose not to take service.

If you have any questions about the program, please email: fiberhood@masonpud3.org



Telecommunications Customer Service: (360) 426-8255 ext 5882

www.pud3.org/fiberhood

Frequently Asked Questions and Answers

Q: How do I know which Fiberhood to signup in?

A: Just go to www.pud3.org/fiberhood and type in your address; it'll take you to the right place. If the site says your address is not found, but you're sure you're in a Fiberhood, give us a call and we'll verify it.

Q: I can't find my address, what should I do?

A: If your home isn't in a qualifying Fiberhood, we are not accepting pre-signups at this time. Sorry! If you'd like to let us know you're interested, please email: fiberhood@masonpud3.org. We'll add your name and address to an interest list that we maintain.

Q: Can I use a smartphone or iPad to show my interest?

A: Yes, of course! As long as you can reach the survey/signup form.

Q: I don't have good internet access at home. How do I sign up?

A: The website is "mobile friendly". Maybe try signing up from your smartphone or the library next time you're in town?

Q: What username/password do I use on the website?

A: This website is not connected to your PUD 3 online account, or any other account. You'll have to create a new online account here. Then, sign in with that one to make your Fiberhood commitment. We know the last thing anybody wants to do is have another online account, but it's just a necessary evil of the online world we live in. Sorry! (But on the other hand, that's a relatively small ask to get FIBER, right?!) We'll also use this to provide you updates on your project.

Q: Why does the Construction Adder last for 12 years? That's a long time!

A: Extending the term out to twelve years allowed us to keep the \$25/month Construction Adder affordable for most people. We know it'll be outside of some budgets, but the PUD has to recover all costs for construction. (We are a not-for-profit community partner!)

Some customers may choose to pay the full \$3600 up front so they can have a lower monthly bill, qualify for seasonal service, or write it off as a business expense.

Q: Regarding the \$25/month Construction Adder - What if I change my mind after I get connected? Or what if I move and the next person doesn't want fiber? Will I be stuck paying for it?

A: The \$25/month Construction Adder is included on your retail internet providers bill. It is only charged to ACTIVE users. If you choose to get service, then stop service, you no longer pay for the internet and therefore you no longer pay the Construction Adder. If you move and the next person chooses not to be connected to the fiber network, then they don't pay (neither do you). To be honest, once people get connected to this lightning fast internet, they don't often leave!

The total costs of the whole Fiberhood is melded across all members of the Fiberhood (just like electric rates over a rate class). That's why we ask for a 75% pre-commitment level. So, if something like the scenarios in the question above happens, the PUD can still recover the costs of network construction in your neighborhood.

Q: But what kind of internet is this? Can I get fiber over my phone? How about TV? How fast is the internet?

A: YES! YES! And SO FAST! But... PUD 3 just provides the fiber optic pipe. Once your Fiberhood is constructed, you'll choose a retail internet provider to get your services.

Q: Can I submit multiple surveys or signups from the same address?

A: Only one survey or signup per household/business is allowed.