

Additional Fiber Information

Choosing an Internet Service Provider

To get connected to the Providence City Fiber Network, you will need to select an Internet Service Provider (ISP). The comparison chart below can be utilized to help determine the ISP that is the best fit for your home or business.

Fiber ISP Comparison Chart

To view current residential services and pricing, visit providence.stratafi.net. Because each business is unique, each ISP will provide specific quotes to meet your business needs. If you're looking for business services and pricing, please reach out directly to the ISPs on the network.

Fiber Progress

Visit our [Maps/GIS](#) page to see where fiber has been installed or when it will be in your area.

Visit providence.stratafi.net to verify fiber availability and sign up for service.

Fiber FAQs

Related Questions

What is the Providence City Fiber Optic Network Project?

Providence City has entered a public-private partnership (PPP) proposal from Strata Networks. As part of this PPP, Strata Networks will be the Network Provider (i.e., Strata will put in the physical infrastructure). Strata Networks will also be contracted to be the Network Operator (i.e., maintain network operation) for a designated period which can be renewed at the city's discretion. Internet access will be available through third-party ISPs in an "open access" model on the Providence City Fiber Network. This means that any ISP that wants to join the network can equally utilize the fiber network to provide internet services.

What is fiber internet?

Fiber-optic internet, commonly called fiber internet or simply “fiber,” is a broadband connection that can reach speeds of up to, and exceeding, 10 Gbps. The technology uses a fiber-optic cable, which sends data using light waves. Fiber has an immense capacity as a single strand of fiber can be used to transport multiple paths of data using different colors of light.

Why is Providence City building out a Fiber Optic Network?

As with any utility, having the most capable and reliable infrastructure provides more value to the community and its residents. Having the option for substantial network and internet capacity attracts businesses that require large amounts of bandwidth for their operations. This may be the case for residential customers as well. Communities are constantly needing and demanding higher amounts of bandwidth in their homes. This is especially true with the recent pandemic that has forced many to work remotely from home. This fiber investment prepares us all for the future.

Why is Providence City opting for a utility model to deploy the fiber optic network?

The Providence City Technical Advisory Committee (TAC) is a volunteer committee made up of citizens from Providence as well as invited experts. The TAC reviewed a large amount of information, including (but not limited to) the feasibility study by Zion’s Bank and the public-private partnership (PPP) proposal from Strata Networks. The TAC then made a first recommendation to the City Council. The City Council agreed with this recommendation which included choosing the utility model to maximize the benefit and minimize the risk to the citizens of Providence City.

Will the Providence City Fiber Optic Network Project raise my property taxes?

No, there is no plan to raise property taxes in Providence City to support the fiber optic network. Rather, the fiber optic network will support itself with the utility fee and subscribers. Additional income from the fiber optic network is anticipated and can be used to further support the city's needs.

What are the financial implications to the city?

The city has a bond to pay for the construction of the network. Financial forecasts indicate that utility and subscriber fees will cover the costs of the bond for the construction and the ongoing maintenance and operation of the fiber network. If subscription rates are greater than anticipated, the city expects a net margin that may be utilized to improve the city in a variety of ways and eventually consider dropping the basic \$10 utility fee.

Is Providence City going to compete with private businesses like Comcast, CenturyLink, or others?

The fiber network uses an "open access" model whereby any internet service provider (ISP) can utilize the fiber optic network to provide internet services. This improves competition and results in better service, pricing, and content. This also allows smaller companies to compete that can't afford to create their own physical network. Providence City allows any ISP that wishes to join the fiber network, as long as the ISP is willing to agree to basic terms that are meant to ensure quality service to residents on the fiber network.

Watch this video to learn more: [Part 2 video](#)

What if the planned \$10 utility fee causes a financial burden on my family?

The city is considering criteria and opportunities for residents who could experience unnecessary hardship caused by the additional \$10 utility fee. If you feel that this added fee would cause you undue burden, please reach out to the city staff to help them understand your situation.

What does the build-out/construction process look like?

1. The Fiber Project Started

- Design and preparation for the project is ongoing throughout the project.

2. Mainline Construction

- Mainline construction happens when crews place the main fiber line along public roads and city rights-of way.

3. Construction to Properties

- After mainline construction in an area is complete, crews begin working on construction to properties. During this step, crews get the fiber ready to feed lines directly to homes and businesses.

4. Fiber Drop

- One fiber is ready to be placed at your home, crews will contact you to discuss your fiber drop. This is when crews bring fiber directly to your home and will involve some construction on your property. You will be notified before work takes place on private property beyond the city rights-of-way, and great care will be taken to return your yard to its previous condition after the work is completed.

5. Final Installation

- Shortly after fiber is placed to your home, you be contacted to select your internet service provider and make an appointment for your in-home equipment installation.
- Please note that due to the complexity of building a fiber network, the sequencing of the above steps can vary from area to area.

Learn more by watching the [Part 3 video](#)

When will fiber internet be available to me?

It is anticipated that fiber will be run to all locations within the city by 2024. The city has been divided into five distinct areas or “fiber zones,” and each zone will have a specific construction schedule. You will receive communication when your area is moved into the construction phase. You can also visit providence.stratafi.net to verify your address and whether or not your home is ready for fiber installation.

Will deploying the Providence City Fiber Network damage roads, gutters, walks, utilities, and landscaping?

The construction techniques planned for deployment are intended to minimize damage using various techniques such as micro-trenching and directional boring; however, some damage is likely to occur. Contractors will repair in-kind damages to infrastructure/landscaping during the deployment process.

Which Internet Service Providers (ISPs) will I be able to select from?

The current ISPs can be found at providence.stratafi.net. A comparison of the ISP offerings can also be found [on our website](#).

Learn more about the process of selecting your ISP in the [Part 4 video](#).

What are the planned options for internet service speeds and how does this differ from my current internet service provider?

One notable difference in the internet speeds on the Providence City Fiber Network is that symmetric speeds will be available with certain packages. This means that the upload and download speed capability to the resident will be nearly equal. Most services available through cable or DSL today do not offer nor quote symmetric speeds. Usually, the quoted speed is the download speed and the upload speed is substantially less (sometimes orders of magnitude less). Right now, the 5 Mbps packages run 5 mbps download and 1 mbps upload speeds, while all other plans offer symmetrical rates. [This comparison chart](#) shows the current speeds and prices of the different ISPs.

What kind of router do I need?

The type of router you need depends on the internet speed you choose. The higher internet speeds require better routers to be able to maintain that speed. Your effective internet speeds will be affected by the router you choose. In some cases, your Internet Service Provider (ISP) can provide you with an appropriate router. Talk to your ISP to make sure the router you have will not affect the internet speed you choose.

Is the Providence City Fiber Optic Network planned to be available only for residents or will businesses be able to use the fiber network also?

Both residents and businesses in Providence City will be able to access the fiber optic network. Visit providence.stratafi.net to see if your address is ready for fiber installation.

How will billing for the Providence City Fiber Network and internet service work?

All residents will pay a \$10 monthly fee for the utility service which includes a basic service of 5 Mbps. If you wish to subscribe to a faster speed on the network, additional fees associated with your package will apply.

With 5G becoming available, isn't it a replacement to fiber?

You might have heard that as 5G technology rolls out in the coming years, it will replace fiber. However, this is not strictly correct. Future mm-wave 5G wireless networks require the availability of a very dense fiber network at every City block. These 5G wireless networks and fiber optic networks complement each other, together offering a more cohesive internet experience across fixed and mobile applications than either could alone.

Will I be able to play television, radio, or other streaming media with the basic internet service?

It is unlikely you will be satisfied with streaming media with the basic internet service. This service is only intended for basic web browsing and email which do not require high data rates. While there is no plan to limit the ability to download or stream media services, it is likely that the quality of such a service will be noticeably low given the slower data rate of the basic internet service.

What is “symmetric internet speed”?

Symmetric internet speed means that the download and upload speed are similar or the same. Many internet service providers typically market only the download speed or the speed of information you can receive in your home. These speeds are typically much greater than the upload speed that is received. In many cases, the upload speeds are 10 times slower or worse! With more and more demand for upload speed (e.g., computer backups to the cloud, video doorbells, cloud-based video cameras, etc.), both the download and upload speeds matter. The Providence City Fiber Network Project will provide symmetric internet speeds with select packages.

Can I chose not to connect to the Providence City Fiber Network and maintain my current internet service?

Yes, you can maintain your current internet service. You are not required to utilize the Providence City fiber network. However, all Providence residents pay a basic fee for the fiber infrastructure utility. The city has worked with various ISPs to provide a free (no additional cost beyond the infrastructure fee) basic internet service. This basic service provides speeds that support basic web browsing, email.

What should residents who are in long-term contracts with existing ISPs do?

With fiber coming to all residents soon, we suggest that residents avoid signing any long-term commitments and opt for month-to-month agreements until connected to fiber, if possible. Some providers may offer fixed plans that allow you to prepay for service rather than sign any type of contract which may be a good option as well.

If I have a problem with my internet service on the Providence City Fiber Network, who would I call?

Customers should call their Internet Service Provider (ISP) to resolve any issues. If the issue has to do with network operation or physical maintenance of the fiber network, then the ISP will work with the city's contracted Network Operator to resolve the issue.

I have a bundled TV service with my Internet provider, can I still get TV channels if I switch to fiber?

TV services can be obtained through internet video streaming services. You will find packages with thousands of different channels that can be streamed directly to modern TVs. Your internet service provider may bundle streaming services, or you can pick and choose the content that is right for your family. No additional cables are needed. You can choose, subscribe, and pay for just the services that you want. The content will be delivered through your fiber internet.

What do I do if I have an email address through my cable service provider?

You will need to set up a new email address. Gmail and Microsoft Outlook are a couple of the most popular free options and are not specific to an internet provider. This means that you can keep the email you set up, no matter who provides your internet service.

[View All FAQ's](#)

- [Read more about Fiber FAQs](#)

[Back to News](#)

Supporting Documents

Monthly Fiber Update - January 2024 1.45 MB