

# Frequently Asked Questions

For Temporary Self-Installations During COVID-19



We understand that our role in providing internet and phone services is critical at this time. In order to keep you connected, while maintaining a higher level of safety, we are implementing new customer contact guidelines. This includes asking residents to complete the installation of internet service within their personal residence.

These installations will not require a technician to enter your home. However, a CTC technician will come to your property to complete pre-installation tasks and then leave a self-installation kit. We will provide printed instructions and an online video to help guide you through the process.

## **Q: Why is CTC requiring us to do a self-installation?**

A: With the current state of the COVID-19 virus, we are taking full precautions to protect our members and their families as well as our technicians and the broader community. By not having to enter the home, we are limiting our contact with people and lowering any risk associated with the virus. We offer essential services so we want to do what we can to get you connected quickly, safely, and efficiently.

## **Q: Why is it called a “Temporary Self-Installation”?**

A: Because this is a temporary situation we are asking you to connect CTC equipment by yourself; in order to receive our services right away. Once CTC deems it safe to enter customer homes, we will schedule a technician to come out for a standard service installation.

## **Q: What services will be offered?**

A: The only services that will be offered via self-installation are Wi-Fi internet (using a modem/router provided by CTC) and/or a phone line, if needed. During this time, CTC is unable to use customer-owned routers and effectively assist in trouble shooting. Once a CTC technician comes back to do the standard installation, the customer can consider using their own Wi-Fi router.

## **Q: Can I get TV services installed?**

A: No, not at this time. Internet and phone services are considered essential services while TV is not. However, we can make a note on your account to contact you when we start installing TV again.

## **Q: What TV options are there if I can't get it from you?**

A: There are several internet streaming options available. Hulu, YouTube TV, and DirectTV Now are just a few options. Check our website at [www.goctc.com/selfinstall](http://www.goctc.com/selfinstall) for more streaming options.

## **Q: Will the self-installations be required for businesses as well?**

A: This process is only available for residential customers at this time.

**An installation guide, video, and other resources to assist with these temporary self-installations are available on our website at: [www.goctc.com/selfinstall](http://www.goctc.com/selfinstall).**

If you have questions about the process or your services, please contact us at any time by calling 218-454-1234 or emailing [support@goctc.com](mailto:support@goctc.com). *We appreciate your patience during these unprecedented times.*

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