

Frequently Asked Questions

For Internet Installation During Winter Months



There's a reason we live in Minnesota... the Vikings? Maybe. The four seasons? You betcha. As much as we enjoy ice fishing, skiing, and sledding though, the winter months - and the ones that flank either side of winter - make burying and installing our fiber optic internet lines a bit tricky.

Weather, ground conditions, topography, contractor schedules, equipment failures, and other factors all play a part in determining when, if, and how we bury our fiber optic internet lines. Here are a few questions and answers to help explain the process of installing internet during the fall, winter, and spring months...

Do I have to wait until summer to get internet access?

Hopefully not! In the fall or winter months we often install an above-ground temporary fiber optic line (often dubbed a "temp drop") so that you have access to high-speed fiber internet. There is a one-time fee of \$299 to install a temp drop. *NOTE: A CTC technician will attempt to install the line but if there is a chance that doing so could cause harm to CTC's equipment, employees, or to you, we will be unable to do so.* If installing a temp drop is possible, those temporary lines will then be buried in the ground during the spring/summer months.

What if my property gets a "temp drop"?

If we're able to successfully place the temporary fiber optic line, we ask that you exercise caution around this wire. While there is no harm in physically touching the cable, recreational vehicles, snowplows, or other equipment can sometimes get caught in this temporary line, potentially causing significant damage, cost, or service delays.

How soon will you be at my doorstep once the ground thaws?

It's hard to tell. As much as we'd like to get to everyone right away, it's impossible to do so. In the spring and early summer (March-June), we begin the process of getting back to all of the homes, cabins, and commercial properties that we connected with a temp drop during the fall and winter months.

How long does it take to install the permanent cables?

The process of burying all of our above-ground temporary drops (to make them permanent) can take up to three months after our construction season begins. If we have not been to your property to bury the line by July 15th, please call us at 218-454-1234 and we can provide an estimate of when we'll be there.

What if I don't want a "temp drop"?

No problem! If you're able to wait to get fiber buried and services installed until the spring/summer months, that's great. In exchange for your patience, we'll offer you a bill credit of \$100 to forgo the temp drop.

If you have questions about the process or your services with CTC, please contact us at any time or stop by our Baxter office. We appreciate your patience as we work around our four seasons!

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