

Frequently Asked Questions

For Internet Installation During Winter Months

“Oh, the weather outside is frightful...” Literally. While we Minnesotans enjoy some aspects of winter such as hockey, ice fishing, and skiing—one thing the folks at CTC do not love about winter—the process of burying and installing our fiber optic internet lines becomes a challenge.

Weather, ground conditions, topography, contractor schedules, equipment failures, and other factors all play a role in determining when, if, and how we bury our fiber optic internet lines. Below you will find some common questions regarding temporary installations to help explain the process of installing internet in “non-construction” seasons.

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

Hopefully not! In the fall and winter months, we often install an above-ground temporary fiber optic line (aka “temp drop”) so your business or household will have access to high-speed fiber internet. There is a one-time fee of \$299 to install a temp drop. *PLEASE 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 be buried in the ground during the spring/summer months.

What if my property gets a temp drop?

If you are able to get a temp drop, we ask you to exercise caution around the wire. There is no harm in touching the wire, but snowplows, recreational vehicles, or other equipment can sometimes get caught in the line, potentially causing significant damage, cost, or service delays.

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

Unfortunately, it’s hard to tell. We’d like to get everyone done right away, but it is impossible to do so. In the spring/early summer, once the ground thaws, we will begin the process of going back to all 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 the above-ground temp drops 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 so we can get an estimate of when we will be able to complete your location.



What if I don't want a temp drop?

That's okay! If you're able to wait to get fiber buried and services installed until the warmer months, that is great! In exchange for your patience, we will offer a \$100 bill credit to forgo the temp drop.

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

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