

Frequently-Asked Questions

Q: How does FTTP work?

Homes and businesses have fiber-optic lines connected to their locations. On the inside of the fiber-optic lines are tiny strands of glass that enclose light waves carrying phone, broadband internet, and other digital services literally at the speed of light!

Q: Will my existing jacks work?

Your existing jack will work for your landline telephone. You will need a dedicated data jack for your SkyBest internet and/or SkyBest TV connections.

Q: Is a battery back-up unit required with FTTP?

Yes, as part of this installation, a power supply with battery back-up unit will need to be installed inside your home or business. This unit will provide temporary power to the ONT and battery back-up in the event of a power outage.

Q: What are the benefits of FTTP service?

FTTP service has virtually unlimited bandwidth, making it “future proof”, or a standard medium that will be in place for a long time to come.

FTTP service allows customers to ‘bundle’ all of their communications services, including phone, broadband internet, and digital TV. Such an arrangement is more cost effective and simpler than receiving those services via different lines. Additionally, you will only have one bill with your local provider, SkyLine/SkyBest!



Connecting **You**
at the Speed of Light

www.SkyBest.com
1-800-759-2226

Banner Elk

20 High Country Square Hwy 184, Banner Elk, NC 28604

Boone

217 Wilson Drive, Boone, NC 28607

Sparta

199 Grayson Street, Sparta, NC 28675

West Jefferson

1060 Mount Jefferson Road, West Jefferson, NC 28694

As a customer of SkyLine/SkyBest, you will soon have access to the most **innovative** telecommunications technology possible through

SkyLine's Fiber-Optic Network.

SkyLine FTTP Service is installed in stages. Below is an explanation of the stages to give you an idea of the work involved.

Our employees & contractors will be on your property multiple times in preparation of your fiber-optic installation.

1 Our engineers and survey crews work hand in hand to carefully determine the most efficient location for your fiber-optic lines to be located.



2 SkyLine construction crews will strategically plow from the pedestal to the outside of your location.



3 Installation of the ONT will be placed near the electric meter on the outside of your home or business. The ONT is needed to convert the fiber-optic signal into voice, data, and digital signals.



4



A SkyLine technician will install the battery back-up unit and data jacks, as well as provision any required ISP equipment. A person 18 years or older must be present for the installation process.

To complete your FTTP installation, a CAT5 wiring connection from the ONT to the data jack(s) is required. SkyLine technicians do not fish wire through walls. Therefore, exposed wiring may be required on the outside of the home or business.

SkyLine  **SkyBest**

**High-Speed Internet | TV | Security
Surveillance | Medical Alert | Voice**

To ensure a timely and efficient installation, it is important for the customer to have all customer owned equipment in place and ready for provisioning. If additional labor is required from the technician(s), a \$95 per hour service fee will be added to the customer's account.