



a neighborly place to grow

BROADBAND & INTERNET

P.O. Box 550 Barnesville, Minnesota 56514 (218) 354-2292

FREQUENTLY ASKED QUESTIONS AND ANSWERS ABOUT HIGH SPEED INTERNET ACCESS

Is High Speed Internet available to all Barnesville citizens?

Yes, Barnesville Telephone has replaced all of the copper based telephone system with Fiber to every home and Business.

How much does High Speed Internet cost?

Both Residential and Business High Speed Internet plans are available to fit the needs of our residents. The costs are dependent totally on the speed. Residential and Business customers can choose a package with speeds from 128 KB to 100MB. Click here for information on [Internet packages and pricing](#).

How do I order High Speed Internet service?

Barnesville Broadband & Internet provides High Speed internet to the citizens of Barnesville. The staff at Barnesville City Hall, located at 102 Front Street North, or at (218) 354-2292 will be happy to provide you with the necessary [Application](#) forms and answer any questions that you might have. Barnesville Telephone does require customers to have a landline phone in order to have the internet. Click here for the Telephone and Internet [Applications](#).

Do I need to buy any special equipment?

You will need a High Speed Internet router. Barnesville Broadband & Internet offers routers with wireless capability for rent or purchase. Routers are available for purchase from the City for \$140.00, or you can use your own router purchased at your favorite store. If you choose to rent the router the cost is \$4.95 per month.

Can I hook-up more than one computer or device?

Yes, you will have the ability to connect up to 44 devices such as computers, laptops notepads, Smartphones, TV's, and any other Wi-Fi enabled device. 4 of those connections can be hardwired to the router the remaining 40 are wireless.

What's involved with installation?

To add High Speed Internet service, you will need to fill out and submit the [Application](#) form to City Hall. Applications are available on the City website at www.barnesvillemn.com , then click on forms, or you can stop by City Hall at 102 Front Street North, Barnesville, MN 56514 to fill out the forms in person. Barnesville Municipal Telephone personnel would schedule a time install the Optical Network Device which includes a battery backup and the router if you are renting the router from the City. Customers are responsible for connecting to the router.

Will I need to sign a contract?

Barnesville Municipal Telephone is a member of the National Exchange Carrier Association (NECA) and must follow the NECA tariff requirements for [Wholesale Broadband Pricing](#). Barnesville Broadband and Internet has set the High Speed Internet Service installation charge at \$185.00. Occasionally the City will offer free installation for a limited period of time. To receive the free installation, customers must also sign a 6 month commitment. If you should drop the service before the end of the 6 months, they will be billed the \$185.00 installation charge. To take advantage of the free installation promotion and/or to rent the router from Barnesville Broadband & Internet, customers must sign a letter of commitment.

How will I be billed for High Speed Internet service?

High Speed Internet service is being provided through Barnesville Municipal Telephone. The charge for High Speed Internet service will be included on your monthly bill from Barnesville Telephone.

Who will I contact for questions and support?

If you do experience problems or have questions, contact Barnesville City Hall at (218) 354-2292 or (800) 354-2292. Technical support is also available 24/7 by calling the Help Desk at 354-2222.

What about my e-mail?

With High Speed Internet service you will get one e-mail account. Additional e-mail accounts can be added for \$2.00 per month.

For Specific questions or more information about High Speed Internet Service contact Guy Swenson, TEC Manager at (218) 354-2292 or (800) 354-2292,