

High Speed INTERNET

Questions and Answers

October 2022

Barnesville was one of the first communities in the region to provide a 100% fiber, high speed internet network. City ownership of this service ensures our residents cutting edge technology at affordable prices.

Why doesn't Barnesville upgrade the internet?
We are a "Fiber to the Home" system that was installed in 2015. The fiber was run to each individual home or business, rather than having several homes share a single fiber. At this time we are not aware of anything that is faster than fiber!

We are proud to offer **symmetrical** internet packages at various speeds so your upload speed will be the same as your download speed! Most internet providers offer internet packages with upload speeds that are only 10% of your download and charge an additional fee to increase the upload speed. We include the higher upload speed at no additional charge!

What other options do I have for internet service besides the City of Barnesville?
Internet service through your cell phone service would be an option, but most cell companies limit how fast you can surf or how much data per month you can download or both! Barnesville Internet has none of these limitations.

My internet isn't working, should I just hit the reset button on the router?
With the city supplied routers, please DO NOT push the reset button on the router or insert a paper clip as you will lose all of your settings!

The best way to reset your router is to UNPLUG the router for 1 minute. If you are still having problems, we would recommend that you call the Barnesville Internet Help Desk at **218.354.2222**.

Why does my Internet cut in and out?
Most of the time this is caused by loss of WiFi. It could be due to router location, bad or overloaded WiFi. WiFi does not disburse evenly from the router, adding access points can help boost the WiFi signal. It could be the WiFi component in the device.

Manufacturers of devices that are WiFi enabled typically use the least cost components to keep their costs down - this can frequently be the case with low cost televisions. As handheld devices age, the WiFi capabilities of the device will become less reliable and start to slow down and intermittently stop.

This short Youtube video that shows how a typical WiFi signal disburses through a house:
<https://tinyurl.com/yeck35xw>

What can I do to minimize these WiFi problems?
Access Point units can often help with this problem. These can be purchased at big box stores or you may also purchase them at City Hall.

If you hardwire the units directly back to your router, rather than relying on WiFi, you will see the greatest improvement. Some residents have also purchased their own routers - make sure they are not cable routers. The City is unable to install, troubleshoot or service equipment purchased from other vendors.

SO HOW MUCH BANDWIDTH DOES YOUR HOUSE NEED?



And, how many things can I hook to the Internet at one time and not slow it down?
Whether you are video chatting, uploading family videos or playing online games, you are probably using more bandwidth than you think! Everything you connect to your router either by WiFi or hardwired utilizes some of your bandwidth. Video content utilizes the greatest amount of bandwidth.

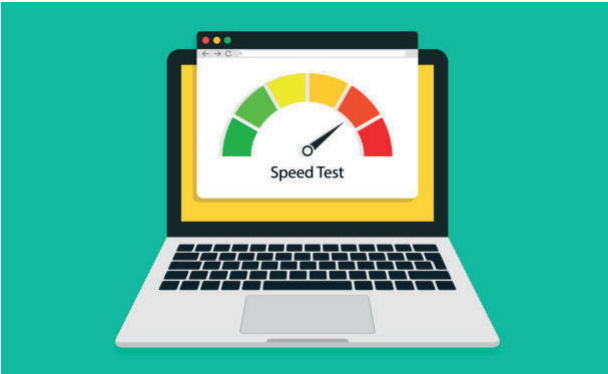
It's amazing how much bandwidth all of our electronic devices take PLUS activities your family frequently does at one time - netflix, you tube, gaming. If you find that your internet is slow it could be that you've overloaded it. Now might be the time to upgrade to the next level. **Did you know that to upgrade from the Silver package to Gold is less than \$1 a day?** Just call City Hall at 354.2292!

My internet is really slow. I don't think I am getting the speed I'm paying for?

There are many things that can affect internet speeds, including the number of users trying to access the same site, number of users online at the same time in your home, number of users online at the same time from the same internet service, condition of the lines coming into your home or business, and the age of your computer are just a few things that can affect speeds.

How can I check my internet speed?

To do an accurate speed check you must ensure nothing is running on your internet at the same time as the speed test.



A good site to check your internet speed is www.fast.com, if you click on show more info you can also see the upload speed. Removing the router and plugging directly into a laptop will give you the most accurate speed check. If you have 75 mbps plan, you should expect results in the area of 70-75 mbps. If after doing this you are still have speed problems, call the Help Desk and they can assist you with some virtual diagnostic testing.

How do I figure out what internet speed I need?

The graphic on the front gives information on how much bandwidth all the different devices in our home use, but a really “cool tool” that you can use to get a better idea can be found at this website: www.highspeedinternet.com/how-much-internet-speed-do-i-need.

What internet speed options are available?

The City of Barnesville offers many different levels of internet service - see below. While the fastest internet options have a “business” name, residential customers are also able to select higher “business” levels of speed.

| | download / upload | |
|--|---------------------|------------|
| SILVER | 75 mbps / 75 mbps | \$ 46.95* |
| GOLD | 100 mbps / 100 mbps | \$ 62.95* |
| PLATINUM | 125 mbps / 125 mbps | \$ 79.95* |
| BUSINESS 1 | 250 mbps / 250 mbps | \$ 109.95* |
| BUSINESS 2 | 375 mbps / 375 mbps | \$ 129.95* |
| BUSINESS 3 | 500 mbps / 500 mbps | \$ 149.95* |
| BUSINESS 4 | 1 GIG / 1 GIG | \$ 189.95* |
| * Receive \$10 off if ordered with residential or business phone service | | |
| Internet Installation Charge | | \$185.00 |
| - Charge will be waived with 6 month contract | | |

Does the router have to be in the basement?

No, the router can be moved, you just need to call City Hall and we can create a service order for a technician to come to your home and move the router. There may be a charge if no ethernet jack exists in the new location and one will need to be installed to facilitate the router move. If your

basement is finished, you will need to hire an electrician to install the ethernet jack. We do not have the ability to run wires in homes with finished basements.

How do I set-up secure wireless internet?

In most cases WiFi is already set up. We activate the WiFi in all of our routers when they are installed. The WiFi is protected with a password of your choosing at that time. If you happen to have an older router that you feel the WiFi is not turned on or you would like to change your WiFi password, please contact City Hall at 218-354-2292. We will create a service order to have a technician contact you to facilitate those changes.

What is the beeping noise in the basement?

The beeping noise comes from the battery backup on your router. This unit will beep if the power cord is unplugged or the battery has gone bad. The battery is only needed to provide power to the phone in the event of a power outage. We can remove the battery if there is no phone or replace it if you have a phone to resolve the problem!

How come I can't get my e-mail when we're in Texas during the winter?

You can get your “bvillemn.net” e-mail anywhere in the world! You can always access your e-mail through the Webmail Access at www.bvillemn.net you will need your e-mail address and password to log into your e-mail account. You can read, answer, and delete your incoming e-mails, as well as compose new outgoing e-mails.



I'm thinking about working from home, but I'm concerned about uploading large files?

One of the best things about Barnesville High Speed Internet is that our service is symmetrical, which means you can upload files at the same speed that you download files! Most companies don't offer this option and if they do it is really expensive! Many people in Barnesville work from home and they are very happy with the internet.

It seems like the due date always changes for my utilities. Do these dates change monthly?

The due date has been the 15th of the month for over 100 years! That date is part of our telephone tariff and cannot change. What does change is the disconnect date. Utility bills are created on the 24th of the month, mailed on the 25th and are due by the 15th of the next month.

We mail out a Pink Past Due Notice to customers that have not paid by the 20th, that notice will have a disconnect date of the 27th or 28th. The actual disconnect date may change based on staffing or what day of the week it is; we don't do disconnects on Fridays or the day before a holiday.

Your Facebook friends can't fix your internet!

**INTERNET
HELP DESK**

**218.354.2222
24/7/365**

