

HIGH SPEED INTERNET



Questions and Answers

November 2024

The City of Barnesville is proud to provide the gold standard “**Fiber to the Home**” internet system - fiber is run to each individual home or business, rather than having several homes share a single fiber. City ownership of this service ensures our residents cutting edge technology at affordable prices.

My internet isn't working, should I just hit the reset button on the router?

If you rent your router through the city do NOT press the reset button. If that is pressed you will lose all of the settings. The best way to “reset” your router is to unplug from power for 30 seconds then plug back in. If the issue persists, then please call the Help Desk at 218.354.2222.

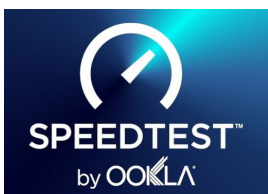
My internet is really slow. I don't think I am getting the speed I'm paying for?

There are many factors that can affect the overall performance of your internet. For example - how many devices connected simultaneously on the network, the total amount of users actively browsing the internet, or the age of your device can greatly decrease overall performance.

How can I check my internet speed?

To ensure you are receiving accurate test results, make sure there is nothing else connected to the internet while the test is running.

We recommend visiting **speedtest.net** on any internet browser, or you can download the app



“**Speedtest by Ookla**” on any smartphone or tablet. To get the most accurate speed test reading, unplug your router's ethernet cable and directly plug into a laptop. If you have a

400 Mbps plan you should see results around 395-400 Mbps. If you are still experiencing slow speeds please call the Help Desk, and they will be able to assist you with some virtual diagnostic testing.

Why does my internet cut in and out?

Most of the time it is caused by low Wi-Fi signal strength. A few causes of signal loss are if you are too far away from the router, an overload of devices on your network, low cost Wi-Fi enabled televisions or other outdated devices.

Best ways to combat low signal strength are to move the router to a more centralized location or to install a Wi-Fi extender that can rebroadcast that Wi-Fi signal throughout your home. To move your router, just call City Hall at 218.354.2292. We'll schedule a time for a technician to come to your home and determine a plan of action. Depending on each situation there could be additional charges.

City Hall has high quality Wi-Fi extenders available for sale for \$100. To see the greatest improvement we recommend you hardwire the units directly back to your router, rather than relying on Wi-Fi.

Do I have too many devices connected?

Internet bandwidth is the maximum amount of data that can be sent across your home network. If you have the Internet 400 package then your max bandwidth is 400 Mbps. If you're streaming a movie on Netflix, that uses 25 Mbps. Now if you try to video chat with a friend you will only be able to receive a max “speed” of 375 Mbps to your smartphone because your Smart TV is taking that bandwidth.

How do I figure out what internet speed I need?

To get a good idea of what speed will work best for you, go to <https://tinyurl.com/ydc75bwd> You will be asked a series of six questions that will help determine what speed you need!

Everything you connect to your router either by Wi-Fi or hardwired utilizes bandwidth. For example:

Phones and smart doorbells	2 Mbps
Outdoor security systems	6 Mbps
Streaming internet radio	6 Mbps
Streaming shows on Smart TV	25 Mbps
Virtual reality gaming	50 Mbps

What internet speed options are available?

The City of Barnesville has options for every budget:

	download / upload	
Internet 200	200 Mbps / 200 Mbps	\$ 46.95*
Internet 300	300 Mbps / 300 Mbps	\$ 62.95*
Internet 400	400 Mbps / 400 Mbps	\$ 79.95*
Internet 500	500 Mbps / 500 Mbps	\$ 99.95*
Internet GIG	1 GIG 1 GIG	\$ 119.95*

* **Receive \$10 off if ordered with residential or business phone service**

Internet Installation Charge	\$185.00
- Charge will be waived with 6 month contract	

What is the beeping noise in the basement?

The beeping noise comes from the battery backup unit. 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 do I set-up secure wireless internet?

Our technicians will activate the Wi-Fi within the router at the time of installation. The Wi-Fi is protected with a password of your choosing at that time. **If you forgot your password or would like it changed, just call City Hall at 218.354.2292.** A service order is created and one of our technicians will contact you to make those changes.

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! We have many people that work from home who are very happy with our internet.

PROBLEMS? QUESTIONS? CALL THE INTERNET HELP DESK 218.354.2222 24/7/365