FIBER-OPTIC BASICS: UNDERSTANDING SPEED

Fiber is fast: Light is the fastest thing known in the universe and can power the fastest information network around. On today’s internet, the average American has an internet access speed of about 18 megabits per second. Fiber allows uploads and downloads at 1,000 megabits per second, also known as a gigabit.

FIBER-OPTIC BASICS: UNDERSTANDING TECHNOLOGY

Fiber is glass: A fiber-optic system is connected by strands of glass, a little thicker than a human hair. Compared to a coaxial cable or even the copper wire used by a phone company, it can seem tiny, almost invisible. The glass fiber carries light, shot through the strand like water through a pipe, and carrying a signal farther and more clearly than either copper or a coaxial cable can. Layers of material around the fiber both protect the glass and reflect the light, while modulators at either end translate the light into information that allows you to use the internet or make a phone call. To learn more about fiber-optic broadband visit www.longmontcolorado.gov/nextlight.

WE’RE HERE FOR YOU!

Phone: 303.651.8386
Email: lpc@longmontcolorado.gov
www.longmontcolorado.gov/nextlight

Customer Service
Monday through Friday 8 a.m. to 6 p.m.
Saturday 8 a.m. to 4:30 p.m.

Technical Support
Monday through Friday 7 a.m. to 9 p.m.
Saturday 8 a.m. to 5 p.m.

Calls made after hours or on Sunday will be returned as soon as possible on the next business day.

We monitor our network 24/7 and immediately address any issues in the network as they occur. For more helpful tips and FAQs, please visit www.longmontcolorado.gov/nextlight.

2-hour HD movie // Movie file size: 4 gigabyte (GB)

18Mbps connection 1Gbps connection

Welcome to the fastest internet in the nation!

CONNECT AT THE SPEED OF LIGHT
You’re about to experience the best internet service in Colorado. In fact, one of the best in the world. An internet service that gives you faster speeds at significantly lower rates – but most of all, one that is truly yours in a way that no other can be.

NextLight™ is your internet service, brought to you by your community-owned utility, Longmont Power & Communications. We turned the lights on in Longmont over 100 years ago and we’ve kept Longmont energized ever since. Now, with NextLight, we’re turning new lights on.

Our state-of-the-art 100% fiber-optic network transmits information over beams of light to and from your home. So you’re no longer limited to the pace set by a slower broadband connection. NextLight empowers you to work, play, and explore at the pace you desire.

This blazingly fast internet service is here today because of the support of the Longmont community. Over a century ago, that support built a community-owned electric utility. Today it’s building a network that will give Longmont a technological edge for years to come.

Thank you for your support and welcome to NextLight™.

Tom Roiniotis
General Manager,
Longmont Power & Communications

GET THE most FROM YOUR CONNECTION

Check your Ethernet cable – Most cables have identifying information on them, and too low a rating means a slower experience. At minimum, a Cat 5e cable will be needed to go above 100 megabits per second and a Cat 6 cable is highly recommended for the full gig experience. Cat 5 cable and below is not recommended.

Check your computer – As a rule of thumb, desktops typically manage better internet speeds than laptops and mobile devices, but this isn’t universally true. Some newer laptops, when hooked up to the fastest router and Ethernet cable, will manage a gig where an older desktop couldn’t. The machine’s age and configuration matter; check with a knowledgeable salesperson.

Check your router – Older routers may only be able to provide a small percentage of the speed your fiber connection is capable of. Visit https://www.smallnetbuilder.com/tools/rankers/router/view to see a list of routers offering high throughput. Makes and models can change quickly, so be sure to check with an expert you trust before making a final decision.

Please note that a computer that is directly wired to a router will reach faster speeds than one with a wireless connection. In all cases, the actual throughput may vary. For technical assistance regarding the speed of your connection, please call us at 303.651.8386.

WELCOME TO THE NATION’S FASTEST ISP!

VISIT US ONLINE
• Learn more about NextLight™
• Get answers to common questions
• Check out the latest news
www.longmontcolorado.gov/nextlight

NEXTLIGHT DIGITAL VOICE
Bring fiber’s quality and reliability right to your telephone! Call us for details.

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