



GreyStone Power Corporation FAQs

The Fiber-to-the-Home (FTTH) Project

What is GreyStone Power Corporation building?

GreyStone Power Corporation has announced it is working with rural broadband construction leader, Conexon, to build a high-speed fiber-optic communications network to unserved and underserved locations in GreyStone Power's territory. The new network will be used to deliver high-speed internet service to members through GreyStone Power's newly formed subsidiary, GreyStone Connect. The fiber network will also benefit the co-op's electric members by improving power outage response times and providing more efficient electricity delivery.

Where will high-speed internet be available?

High-speed fiber internet will be available to unserved and underserved homes and businesses, with the proposed service area expected to include parts of southern Fulton County, southern Douglas County, portions of eastern Carroll County and a small section of southern Paulding County.

Where will construction start?

The initial network design, construction plans and schedule are currently being determined. We will communicate the schedule to members once it is finalized.

How will you decide who gets service first?

The fiber-optic network will follow the path of our electric footprint, with a goal of ensuring the most efficient and logical design and construction process. This efficiency will allow us to offer world-class service at an affordable price for members. Among the factors considered as we determine the construction path and schedule:

- Broadband options: If the community is unserved or has other internet options.
- Overhead or underground electric path.

Once these and other factors are understood and weighed, the final design and build schedule is determined.

When will construction on the network start? How long will it take to complete?

Construction is slated to begin in 2023, with the first members expected to be connected in 2024.

Why is GreyStone Power Corporation building a FTTH network?

GreyStone Power Corporation is taking this opportunity to help meet the critical need for high-speed internet access for its members in unserved or underserved areas.

How will the broadband project work?

GreyStone Connect will serve as the internet service provider (ISP), serving GreyStone Power members with broadband services and supporting them on the network. Internet customers will receive communications and billing from GreyStone Connect, and when customers call customer service, they will be speaking with representatives who understand internet service.

Will my electric bill increase to pay for the fiber-to-the-home (FTTH) network?

No. This will not increase your electricity costs.

Will I pay my internet bill along with my electric bill?

No. You will continue to receive your electric bill as normal, while your fiber broadband bill will be sent from and paid to GreyStone Connect.

What is the process of building a fiber-to-the-home (FTTH) network?

Building a fiber-to-the-home (FTTH) network is generally a multi-year intensive project encompassing numerous steps and efforts. For each project, the network will be built in zones or phases. GreyStone Power and GreyStone Connect will keep members updated as the project progresses.

How will I know which phase or zone I'm in?

Once each phase is finalized, we will communicate that information.

The Technology – Internet Service and Smart Grid Capabilities

What is a fiber-optic network?

Fiber-optic systems are made up of tiny strands of glass that carry data using light waves, resulting in optimum internet speeds and reliability. Most internet providers use fiber in their systems but use copper lines for the final connections to the home, resulting in slower speeds. Conexon, GreyStone Power, and fellow cooperatives believe 100 percent FTTH is the best, most sustainable communications choice. With FTTH service, you'll enjoy "symmetrical" speeds, meaning you'll experience the same high speeds whether uploading or downloading. A fiber-optic network can carry an extremely high amount of data and is more reliable than other networks because it's less susceptible to interference and damage from lightning and other acts of nature.

Why is the GreyStone Connect network, powered by GreyStone Power, different from other internet services?

Conexon and partner cooperatives build only **100 percent** fiber-to-the-home (FTTH) networks. Others may tout fiber networks, but in many cases that fiber stops at the street and continues with copper lines for the final connections to the home, resulting in slower speeds. Fiber to the home brings an exceptional level of reliability and speed.

What internet packages will be available for my home?

GreyStone Connect will offer three speed tiers, including 100 megabits per second (Mbps), 1 gigabit per second (Gbps), and 2 Gbps. Prices are currently being finalized, but GreyStone Connect is committed to delivering competitive prices and reliable service to its members.

What internet packages are available for my business?

GreyStone Connect will offer business internet packages. We will communicate pricing and service information as soon as it is finalized.

Are there data caps with this service?

No. With fiber internet from GreyStone Connect, you will have no data caps or throttling, which is when an ISP intentionally limits your connection's bandwidth.

How can I sign up for service?

Once the design is finalized, a tool will be made available to members to express their interest in GreyStone Connect's broadband service.

The Next Steps – Getting Service

What is the installation process?

Once you sign up for service, fiber installation is simple: GreyStone Connect will pull fiber from GreyStone Power's main lines and follow power lines to attach the fiber to your home or business. The fiber will run in the same manner power lines run to your home or business. Next, the fiber line will be attached to a box near your electric meter where the inside wiring connects with the outside wiring. Finally, the fiber is connected to a fiber jack inside your home or office, where it's plugged into the modem that GreyStone Connect provides.

Construction crews pulling and hanging the fiber and taking it to your home's or business' outside wiring are preparing the network to go live once construction in the area is complete. A representative will contact you to schedule an appointment for an in-home installer to finalize your connection and test the services from your equipment. Once that installation is complete and tested, your service should be ready to go.

The Benefits

Why are we offering broadband service?

Through GreyStone Connect's new service, broadband availability will increase in unserved and underserved areas in GreyStone Power's service territory. This will help close the digital divide between those who have access to advanced technology and those who don't. A few of the many advantages of broadband access are:

- Online teaching capabilities, allowing students to learn from home.
- Telehealth capabilities.
- Work-from-home interoffice connectivity and videoconferencing capabilities.
- Quality of life improvements through enhanced communications.
- Economic development and growth in rural areas. Access to high-speed internet can raise home prices and attract businesses to communities.