

Frequently Asked Questions

For Internet Installation During Winter Months



There's a reason we live in Minnesota... the Vikings? Maybe. The four seasons? You betcha. As much as we enjoy ice fishing, skiing, and sledding though, the winter months - and the ones that flank either side of the season - make installing our fiber optic internet lines a bit tricky.

Weather, ground conditions, topography, equipment failures, and other factors all play a part in determining when, if, and how we bury our fiber optic internet lines. Here are a few questions and answers to help explain the process of installing internet during the winter months...

Do I have to wait until spring to get internet installed?

Hopefully not! We'll attempt to install an above-ground temporary fiber optic line, often dubbed a "temp drop". However, if doing this could cause harm to CTC's equipment, facilities, or team members, we may be unable to do so.

What if my property gets a "temp drop"?

If we're able to successfully place the temporary fiber optic line, we ask that you exercise caution around this wire. While there is no harm in physically touching the cable, recreational vehicles, snowplows, or other equipment can sometimes get caught in this temporary line, potentially causing significant damage or service delays.

How soon will you be at my doorstep once the ground thaws?

It's hard to tell. As much as we'd like to get to everyone right away, it's impossible to do so. In the spring (March-June), we'll begin the process of getting back to all of the homes, cabins, and commercial properties that we connected with a temp drop during the winter months.

How long does it take to install the permanent cables?

The process of burying all of our above-ground temporary drops (to make them permanent) can take up to three months after our construction season begins. If we have not been to your property to bury the line by July 15th, please call us at 218-454-1234 and we should be able to give an estimate of when we'll be there.

If you have questions about the process or your services with CTC, please contact us at any time or stop by one of our three offices. *We appreciate your patience as we work to get all the lines buried underground next spring!*

CTC Brainerd

1102 Madison Street
Brainerd, MN 56401

CTC Baxter

14385 Edgewood Drive
Baxter, MN 56425

CTC Crosby

8 Third Avenue NW
Crosby, MN 56441

(800) 753-9104
(218) 454-1234
goctc.com |   