

Frequently asked questions:

Construction FAQ's and information:

How can I find out about construction progress, services and updates on Northern Lights Fiber?

Follow us on Facebook at Northern Lights Fiber – Beaverlodge

Website for contact and more information <http://LightUpBeaverlodge.ca/>

What is Canadian Fiber Optics Doing in my yard?

Canadian Fiber Optics is building a Fiber network to provide internet service to all residents and businesses in Beaverlodge.

When can I expect you in my neighbourhood?

We are already constructing in Beaverlodge!

Working along Right of Ways in the front of your home.

Yes Canadian Fiber Optics will make a bit of mess during construction in the front of your homes. We pride ourselves on our remediation but it does take time after we move through the area with construction.

CFOC starts with filling holes with a layer of Sand then gravel and dirt to pack. We will wait 2 to 6 weeks pending time of year to come back and will put top soil and seed to restore the grass in the area. We thank you for your patience as we construct our fiber network in Beaverlodge.

Working in Alleys and roads.

Canadian Fiber Optics will block alleys and sometimes a lane on the road during construction. We do our absolute best to put signs and marking to notify the residents of Beaverlodge that the area might be closed or limited access. We will ensure if we are blocking entry into your home that when you come home will move our equipment to allow you to park. Please be patient as we move our equipment.

There will be some mess created during the construction of CFOC fiber network in the area, we will complete remediation as we finish construction

CFOC starts with filling holes with a layer of Sand then gravel and dirt to pack. We will wait 2 to 6 weeks pending time of year to come back and finish remediation in the area. We thank you for your patience as we construct our fiber network in Beaverlodge.

How will I know to expect hook up?

You will hear from someone 2-3 weeks before hand to book installation.

How long will install take?

The average installation will take about 2 hours. Longer could be needed. Our Customer Service representative booking the installation will be able to answer any questions needed!

How will the fiber be installed to my house:

If you sign up for service during this process, we will also need to bury new infrastructure to your house. We call this “the drop.” We will also install a small box on the side of your house.

Having fiber infrastructure will future proof your home for generations to come. And while cities already have this infrastructure, it’s very rare for rural communities in Canada to have this new fiber infrastructure.

This will not only be good for your household and local businesses in Wembley, but real estate studies strongly suggest the increase of property value when having this infrastructure to your house.

How do I know when you'll be in my neighbourhood?

Follow us at Northern Lights Fiber – Beaverlodge for updates and more information!

I have more questions who can I contact?

Feel free to contact our customer support center at:

1-888-236-2947

Or via our website live chat tool to talk to one of our representatives

Sales and Service FAQ's

How can I find out about construction progress, services and updates on Northern Lights Fiber?

Follow us on Facebook at Northern Lights Fiber – Beaverlodge

We post important updates, product information and interact with our customers and answer there questions regularly.

Prices?

We offer three fiber internet packages which all include:

UNLIMITED Data usage, free cutting-edge WiFi6 coverage, baseline support for our Northern WiFi app, FREE Installation with early sign up (Limited time only), free equipment rental with two-year contract.

Aurora 100 \$89/month – 120 Mbps Download and upload

Aurora 250 \$119/month – 270 Mbps Download and upload

Aurora 1000 \$139/month – 1000 Mbps Download and Upload

*Additional upgrades and smart services available

What are the requirements for a senior discount?

Yes. Residents aged 70+ are eligible for a 15% discount, free installation and our ProtectIQ anti-virus and malware protection included.

Is there a fee for my router?

No, if you commit to two years your router is provided to you for free. Also – our WiFi is state-of-the art WiFi6 technology!

Is it actually unlimited internet?

Yes! There are absolutely no data caps!

What if I rent so cannot commit to two years?

Month-to-month contracts are available. If you're planning on moving within the same town, your service can move with you (free of charge).

If I don't want to commit to two years, do I have other options?

Absolutely! Month to month is an option by buying your router for \$250 and a slightly higher monthly fee.

What is the cost of installation?

We're currently running a free installation promotion. If you sign up today we will connect you at NO COST. Keep an eye out for our announcement on social media and our website (LightUpBeaverlodge.ca) for when this promotion is ending. After the promotion ends Installation is only \$150.

How much is the WiFi Extender?

The Wi-Fi Extender is only \$20 per month - We also have bundles that include the use of mesh extenders and additional smart features at a great price. Check our LightUpBeaverlodge.ca for more information!

Will TV be an available service?

We do not currently have a TV service, but keep an eye out for more information as we're working to add this to our list of services!

How do I sign up?

Visit LightUpBeaverlodge.ca today to sign up at no cost and secure your free installation now!

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