

Whitegate Fidum Meeting

Question and Answers Feedback

- 1) What is the service recently installed?
 - a. We installed new fiber cable lines, this will allow owners to replace their current Comcast internet service with a cheaper more reliable fiber internet service.
- 2) Comcast offers a bundled service, does Fidum offer any bundles?
 - a. Fidum only offers an internet service but you can also add-on streaming TV services (see below for more details) and use the fiber to deliver those services just like Comcast.
- 3) Comcast bundles also include home based phone lines and cell phone service plans, does Fidum include these services?
 - a. Fidum does not include these services but you can purchase those services as well and use the fiber service to deliver those just like Comcast.
- 4) What are streaming services or streaming TV?
 - a. Streaming TV is explained in the PDF that Joe Silva/Kristen Mann provided, please review that document for the actual technical explanation. In simple terms Streaming TV offerings are services that you purchase that fit your taste.
- 5) What are streaming TV offerings?
 - a. Refer to the attached PDF for examples of streaming TV. There are different options for Movies (Netflix), Sports (FUBU), General access (HULU) etc. Each of these options comes with a number of different channels and the costs vary depending upon what option you choose. You should review the options online to see what you like, the pricing for each option will also be online.
- 6) What is the cost of Fidum?
 - a. There are 4 different prices being offered, 250 meg is appx \$50, 500 meg is appx \$69, 1gig and 2gig offerings are available but not something anyone will need as it is significantly more speed than needed.

7) What does Streaming TV cost?

- a. There are different prices for each service being offered, you need to check them online or call the company offering the service. If you decide to order streaming service you might order Hulu that provides some local stations (like WMUR news) and add Fubu or Netflix for additional channels or movies. All of the pricing for these offerings fluctuates and needs to be confirmed online.

8) What is installed if I purchase Fidum?

- a. If we installed the fiber jack/outlet in your condo already then Fidum would provide a device is appx the size of half a loaf of bread. This device would be hooked to the outlet recently installed with a small cable. The device has to be plugged into a power outlet. It does not have to be next to your TV and there are no wires connecting to the TV. You should also have a SmartTV.

9) How long does it take to Activate Fidum service?

- a. The service still needs another week to complete the remaining initial installation, after that it will take 1-2 weeks to ship the Fidum device- set up install visit- complete installation (includes in your condo assistance visit).

10) How long does it take to order/install Streaming TV services?

- a. You can go online and complete the order for any service you want in a matter of minutes. Then you will need to access your SmartTV and set up the program access, this is simple process and the Fidum install tech will help you set things up or someone in condo association will be available to assist if needed.

11) If a condo owner did not install the Fidum outlet in their condo what has to happen?

- a. You would need to schedule an installation visit with Fidum. This would take appx 30 minutes in your unit and a couple of hours to run some a fiber cable in the garage. After that it would take 1-2 weeks to program the connection and set up your service.

12) Are there any contracts with Fidum?

- a. There are NO contracts with Fidum, you can cancel or modify your service monthly with a phone call. If you have Streaming Services you might be on the hook for the subscription you signed up for.

- 13) Can we switch to another company in the future that might offer internet services?
- a. The fiber line that is installed belongs to Fidum, you can not use this with another provider, if you currently have cable installed in your unit it will not be removed unless you decide to do that on your own. If you find another fiber company you would have to ask the Condo Association Board for approval before you can install anything.
- 14) What happens if I want to relocate the Fiber outlet?
- a. We can not move the fiber cable access point into your unit, however you can contract Fidum and request the run the fiber cable to somewhere else in your unit. Any cost associated with that installation would be paid for by the condo owner.
- 15) What happens if I m currently in a contract with Comcast/Xfinity?
- a. The first thing you should do is determine if you have a contract or if you are just paying monthly without a contract. If no contract you cancel whenever you want to and return the Comcast equipment (1 day after hooking up to Fidum). If you have an actual contract (probably because you had cell phones in the bundle) then you probably will have to wait until the contract expires because the cancellation penalties are to costly to get out of the contract.