

ValpoNet FAQ

What?

What is ValpoNet?

ValpoNet is a community-driven provider of dark fiber in Valparaiso, IN serving businesses and community organizations in the City of Valparaiso, Center Township, and Washington Township. This system will primarily be buried underground to protect fiber vulnerability and establish carrier class standards.

What is Dark Fiber?

Fiber is a flexible, transparent fiber made by drawing glass (silica) or plastic to a diameter slightly thicker than that of a human hair. This becomes the physical wiring that creates a network. Through the fiber network, information literally moves at the speed of light. Dark Fiber is an 'unlit' network meaning that it does not function without IT operators or service providers.

Why Dark Fiber?

Dark fiber offers an incredibly fast, secure, cost-effective solution to support any broadband network. The reasons for purchasing dark fiber vary by customer, but some of the more common justifications include a need to control system scalability, network management, evolution technology (for growing companies) and system latency control.

What does dark Fiber do for the business community?

The access to high speed global networks increases the business competitiveness of those who chose to locate in Valparaiso. ValpoNet offers a truly collaborative solution between government and the private sector where everyone wins with the faster data interchanges, higher system dependency and more competitive costs.

Don't existing companies already have fiber networks?

Most telecom and cable companies have fiber as parts of their network, but they may not connect everyone to the network with fiber. The goal with ValpoNet is to provide a vendor neutral, open access infrastructure that allows end users and aggregators alike to access a fully allocated fiber network for voice and data communication.

Where will ValpoNet's dark fiber be located?

Our system map is available on our web page. It depicts a northern loop, southern loop and east/west connector for the 'backbone' of the dark fiber project. Legs extend from this 'backbone' to targeted areas that will be added on a continual basis based upon demand.

When will ValpoNet be Placed in Service?

ValpoNet went live in Q416.

Is ValpoNet going to compete directly with carriers that purchase dark fiber from VapoNet?

No. ValpoNet only provides an infrastructure resource through dark fiber installation. This infrastructure enables service providers to provide competitively priced broadband, allowing businesses access to a high speed, high capacity network at low cost.

Does ValpoNet offer path diversity?

The backbone for ValpoNet offers two loops around the community offering redundancy to data flows. Customers can take diverse paths on the loop or through alternative service providers.

Does ValpoNet have Cross Connection Capability?

We currently have 4 community cross connect points designed to help ValpoNet customers tie in to the rest of the world. They are simply off ramps from the Valparaiso system to the rest of the world.

Who

What is ValpoNet's Mission?

ValpoNet's mission is to provide businesses and community organizations of the greater Valparaiso area access to a secure, vendor-neutral fiber optic network that operates at high capacity. This mission, along with transcontinental trunk lines, enables ValpoNet to provide high speed local and global networks to its customers.

Who will Manage ValpoNet?

ValpoNet will be a utility operated by the City of Valparaiso with dedicated employees for fiber services.

Pricing

What are the costs for receiving ValpoNet services?

The ValpoNet objective is to provide network services competitive with the Northwest Indiana data market. Our rate structure is based upon two customer classes; system user and service provider.

For the system user, pricing begins at \$1,000/month plus \$200/drop. There is a onetime setup fee of \$500. Billing frequency occurs every three months. ValpoNet agents work with customers to identify the most cost effective solution to meet their respective needs.

For the service provider, pricing begins at \$1,200/month plus \$200/drop. There is a onetime setup fee of \$500. Billing frequency occurs monthly.

ValpoNet recognizes that every customer is unique. Customized quotes can be provided based upon data requirements and terms of service. For a personalized quote please contact Jim Mooney (jmooney@valpo.us or 219.617.8229)

When Will Orders be Accepted for ValpoNet?

ValpoNet started receiving orders on June 1, 2016.

Operations

How Does ValpoNet Operate After Installation?

ValpoNet provides 24/7 customer support and maintenance to our fiber network. Through its partner contractors, the ValpoNet fiber optic network is monitored around the clock. We, at ValpoNet, are able to pinpoint trouble locations and proactively dispatch technicians to effectively repair potential problem areas through our maintenance partners often before our customers are affected.

How Long Does Installation Take?

After coordinating with engineering and design, the most efficient and cost-effective method for installation is determined. We expect this process to take 30 days or less.

How can I get more information about ValpoNet?

For more information about ValpoNet, please contact jmooney@valpo.us or call us at 219.617.8229.