

Hello Nelson Co.



Welcome to
FiberWorks

briworks.com

FiberWorks Setup

Congratulations on choosing FiberWorks. It's built here in Virginia, our home. We've worked hard to make FiberWorks the best way to connect to the Internet; Not just with record breaking speeds but with top-notch customer service.

We are sure you're excited to jump into FiberWorks but first we have to cover a few important things that will ensure you are informed about prices and installation requirements. It's just 3 simple steps.

1. Installation Quote:

Nelson County has chosen **Computer Cabling and Technology Services (CCTS)** to perform all installations of County-owned fiber. This is a fee charged by Nelson County for having fiber pulled from the closest available splice point to your property.

Blue Ridge InternetWorks is required to use this contractor to connect your home/business to the FiberWorks network. This is **not** an additional installation fee charged by Blue Ridge InternetWorks.

NCBA Discount and Financing

NCBA Discount and Financing	Discount amount
24 Months	10% off the first \$1500
36 Months	20% off the first \$1500
48 Months	35% off the first \$1500
60 Months	50% off the first \$1500

The Nelson County Broadband Authority (NCBA) offers a discount off the installation fee based on the contract term for service with Blue Ridge InternetWorks.

You may choose to pay the installation fee upfront or take advantage of County's interest-free amortization invoiced monthly throughout the term of the contract.

To receive a quote, please provide your address and contact information to Blue Ridge InternetWorks' Customer Support Team at sales@briworks.com or by phone: 434.817.0707

Ah, Paperwork: Upon finalizing your contract terms you will receive a **Service Agreement** from Blue Ridge InternetWorks. As well as an **Installation** and **License Agreement** with the County. These can be signed electronically or mailed to our office at **321 East Main Street, Suite 200, Charlottesville, VA 22902.**

What comes next? Upon receipt of a signed contract, Blue Ridge InternetWorks will contact the County to schedule the build. Construction usually begins within two weeks. CCTS will contact Miss Utility to mark underground public utilities.

2. Select your Service package

FiberWorks	Price per seat
25/5 Mbps	\$59.95
50/10 Mbps	\$109.95

Netflix minimum requirements are 5Mbps download speed. Our basic plan for \$59.95 has you more than covered.

Our packages start at **25/5Mbps**. This means that you are able to download 25 Megabits and uploaded 5 Megabits per second. Our 25/5 plain is our most popular among residential customers.

There are no additional fees or data caps on our plans. So no need to worry about an overage.

For assistance in determining your bandwidth requirements contact Blue Ridge InternetWorks' Customer Support Team at **sales@briworks.com** or by phone: 434.817.0707

3. FiberWorks Installation

Outdoor

This is the first step performed by **Computer Cabling and Technology Services (CCTS)**.

There is no need for you to be at home for this initial part of the build. CCTS will need access to the exterior of your home. The fiber will be buried underground and connected to a splice enclosure box. The splice enclosure will be mounted beside existing utility boxes.

Do you have a fence or a pet?

They may need access to a part of your home that is fenced or contains the family pet. To ensure safety and your peace of mind, please let us know about pets or special circumstances of your home.

Do you have underground private utilities?

These will need to be marked by you as **Miss Utility only marks public utilities.**

Indoor

You'll need to be home for the visit from our FiberWorks technicians. We will arrange a convenient time to meet you at your home. During the installation, we will mount an Optical Network Terminal (ONT) inside your home and complete necessary testing for quality assurance. A hole will be drilled through the exterior wall to connect to the ONT.

Wrap Up.

When the installation is complete, all work areas will be cleaned and returned to their original state. Our FiberWorks technicians will answer your questions about the work performed and make sure you are comfortable with how your service works. We hire only the smartest and friendliest technicians. We will also follow up with you 2 to 5 days later to ensure you are loving FiberWorks.

All done.

If you have any questions or concerns about FiberWorks. You can reach Blue Ridge InternetWorks' Customer Support Team at sales@briworks.com or by phone: 434.817.0707

Prepare for Installation day:

- Have an adult (18 years or older) available when we arrive to install the FiberWorks equipment. This person will need access to the areas where the fiber optics run such as basement or cellar.
- Get a router. To share Internet in your home you must provide your own router. If you are not sure what kind of router you will need contact Blue Ridge InternetWorks' Customer Support Team at sales@briworks.com or by phone: 434.817.0707.

Things to keep in mind:

- While our goal is set up your service as soon as possible, your installation date may be delayed by poor weather or other circumstances.
- You will receive invoices from Blue Ridge InternetWorks. We will send your first bill once installation is complete and this will include your installation payment.
- Blue Ridge InternetWorks only requires a 12-month service contract. Longer term contracts are only required in order to benefit from the County offered discount program.

We are staffed by real human beings who would love to hear from you.