

## FAQS

### **What is OpenCape?**

OpenCape is a not-for-profit data network founded specifically to offer businesses and communities a choice. The Network is constructed of state-of-the-art optical fibers instead of the traditional copper wire or coaxial cable. Optical fiber is a hair-thin piece of glass that is specially designed to transmit pulses of light. One small fiber can carry multiple signals at once and the signal does not degrade over long distances. Unlike coaxial cable, performance is not affected by interference or shared bandwidth. The OpenCape network provides high-speed access that runs at the speed of light.

Every day the use of the internet for applications and services is increasing. As high-definition video, telemedicine, distance learning, telecommuting, and other applications continue to evolve, only fiber technology provides the bandwidth to carry the heavy data load we expect to see.

### **How reliable is the OpenCape Network?**

Very! OpenCape's network is up 99.99% of the time. On average, OpenCape customers are down less than one hour over the course of an entire year, and that is most often only for schedule maintenance. Our outstanding level of reliability is why the largest businesses in the region and municipal departments (Hospitals, Schools, Police and Fire Departments) that require 24/7/365 reliable, redundant service connect and depend on our Network.

### **Why is OpenCape offering this Service?**

OpenCape was approached to work in concert with the Falmouth EDIC and the Chamber of Commerce to offer a different solution for businesses along Main Street which were having difficulties related to Internet connectivity. Our goal is to help create a strong and viable downtown area that will attract businesses of all sizes and help them thrive!

### **Is my business eligible for the Falmouth Business Gigabit Project?**

If you are located in the downtown Falmouth or Woods Hole business areas, or in a Chamber designated service region, you are eligible for our initiative. Participants must be on or very close to Main Street or the OpenCape Fiber Back-

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bone. Staff will confirm your physical location to validate your application, once it is received.

### **How much will the service cost me?**

A copy of a sample bill is below



**INVOICE**  
11-01-2019

**CONTACT**  
508-362-2224  
info@opencape.org

SERVICE	QTY	PRICE	TOTAL
OpenCape Shared Gigabit for Business Internet	01	\$ 80.00	\$ 80.00
Mass Dev. Tech Loan Fee	01	\$ 27.00	\$ 27.00
Connection Fund Fee	01	\$ 10.00	\$ 10.00
<b>TOTAL</b>			<b>\$ 117.00</b>

**TOTAL** \$ 117.00

### **Will my bill stay the same?**

During your two year service contract we guarantee that your price will stay the same. OpenCape will also work hard to reduce your fees over time.

### **Will my service be better than what I have now?**

OpenCape's 100% fiber network is capable of delivering reliable, redundant, and affordable services to businesses of all sizes without you feeling the impact of the summer tourism influx, population growth, or inclement weather. Be prepared for less frustration, super fast internet, and excellent, locally based customer service.

### **Does OpenCape provide VOIP services?**

Yes. We utilize our third party partner, MegaNet Communications in Fall River, to provide VOIP for any of customers who need it. VOIP is billed as a separate charge directly from MegaNet.

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### **Do you offer TV services?**

No. We offer incredibly fast reliable internet, with which you can stream any of your preferred entertainment platforms (Netflix, Amazon Prime, Hulu etc...)

### **What speeds can I expect with my new OpenCape connection?**

We are offering service at 1 Gigabit per second which is up to 1,000 Mbps upload and download speed. It's the fastest internet you can get in Falmouth and offers plenty of bandwidth to support fledgling start-ups or busy established businesses.

Actual speeds may vary due to a number of outside factors including the speed of your equipment, the websites you visit, and the software you're using. You will always get the best speeds when your computer or other device is using a hardwired connection.