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West Point City Fiber Project with UTOPIA Fiber Frequently Asked Questions

What is UTOPIA Fiber?

UTOPIA (Utah Telecommunication Open Infrastructure Agency) Fiber was created by a group of 11 Utah cities that joined together in 2004 to build, deploy, and operate a fiber to the home (FTTH) network to every business and household within their communities. Using an active Ethernet infrastructure and operating at the wholesale level, they support open access and promote competition in all telecommunications services. UTOPIA Fiber owns the infrastructure, but you get to choose your internet service provider (ISP). This opens the market to competition and gives you options when it comes to selecting your provider.

Why is the City doing this?

The Mayor, City Council, and City Staff believe that access to high-speed internet service will aid West Point City as we move into the future. This is key to maintaining our quality of life and enhancing opportunities for job growth and economic prosperity of the residents and businesses of West Point. Additionally, the lack of competition for internet service in the City is frustrating for many residents; some areas of the City only have one option for internet service. Residents who aren't happy with the service they are getting are stuck with what is available to them. In an effort to make internet more affordable and to increase the competition for this service, the City decided to provide fiber Internet through UTOPIA Fiber.

What is the cost to sign up?

Starting cost for 250/250 Mbps is around \$65/month. There are no upfront costs, install fees, taxes, etc. You will pay around \$35 to your ISP on average, and \$30 to UTOPIA Fiber every month. UTOPIA Fiber also doesn't have any contracts; everything is on month-to-month terms. For more information, you can visit their pricing page here: <https://www.utopiafiber.com/residential-pricing/>

Is there a hook-up fee or installation cost on top of that?

No, the price you see is what you get. The \$30/month portion of the fee gets you connected and helps recoup the costs of the initial installation of the network throughout the City and the ongoing maintenance of the entire fiber system.

Who are the Internet Service Providers (ISPs)?

There are currently 11 residential ISPs on UTOPIA Fiber's network. Follow this link to see each of the providers and a breakdown of their pricing: <https://www.utopiafiber.com/residential-pricing/>

What kind of debt did the City incur to get this?

West Point City did not incur any debt for this system. The City will only pay if there are not enough subscribers to cover the bond debt incurred by UTOPIA Fiber. In that case, the City will only pay the shortfall. We need 1,200 subscribers to ensure that your tax dollars at the City are not used to help pay for this system. Based on the survey that went out and the interest that exists, the City believes this is very doable.

Do I have to sign up?

No, you can continue with your current ISP for as long as you wish. The fiber line will be in front of your house should you choose to access it.

Is there a contract term length if I do sign up?

No, all contracts (or lease agreements with UTOPIA Fiber) are month-to-month for as long as you have the service. However, there may be contract terms with your ISP. You can find more information about the various ISPs terms of service at www.utopiafiber.com/termservice/.

Why are they digging in my yard?

As of November 2019, contractors will be installing conduit throughout the City. Within about 12 months it will be installed in front of every home/property in the City. Once the conduit is installed, they will run fiber lines through the conduit.

Don't they have to get permission from me before digging on my property?

No, there is a Public Utility Easement along the street of each property. In most cases, this easement extends up to 10' behind the sidewalk. The City has authorized them to install the fiber network within this utility easement. This is your property, but the recorded easement allows them to install this network. This also means that in some cases (corner lots), they may need access to your backyard.

What if they damage my landscaping or sprinkler lines?

The contractors will repair/replace any damage done on your property. If next spring the grass doesn't come back, they will replace it. If they damage your irrigation lines and we don't know until next April, they will come back and fix it within 24 hours. If bushes or shrubs are damaged or need to be removed, they will pay to replace them. Please save the door hanger that is placed on your door so you have their contact information should you need it. You can also contact UTOPIA Fiber directly at 801.613.3880 or at support@utopiafiber.com to report any damage.

When can I sign up?

As of November 2019, the City has been told that the first sign-ups will be available in February 2020, depending on where fiber has been installed. More information will be available on the timing in your area as the fiber infrastructure is installed. Go to givemeutopiafiber.com to enter your information and UTOPIA Fiber will contact you when it is available for your home.

How long will the project take?

Every home in West Point should be able to connect to fiber by the end of 2020. Visit UTOPIA Fiber's build-out timelines for more information: <https://www.utopiafiber.com/buildout-timelines/>.