Hello Broadband subscribers!  
  
If you have signed up for New Salem's fiber to the home Broadband service, this is what you can expect in the future.

* You should have received a confirmation email from "[no-reply@whipcityfiber.com](mailto:no-reply@whipcityfiber.com" \t "_blank)" with a subject of "We have received your application" shortly after subscribing. If you did not receive this message you probably should contact us at the email below.
* **If utilities currently come into your house underground**, you will be contacted by email or phone by Whip City Fiber to schedule a preliminary on-site consultation. During this visit, the contractor will assess the condition of existing conduit, or if no conduit is in place or available, the best path to run conduit to bring the new fiber from the street (or last pole) to your house. These appointments are being scheduled **now**.
* Homes where the current utilities enter the house aerially, will not require an initial consultation.
* Although installations will roll out over several months, it is important to start thinking about the placement of equipment inside your house.  There is an installation FAQ at [www.wiredwest.net/newsalem](https://gmail.us3.list-manage.com/track/click?u=0c2f597eea2768ace5de1b9dc&id=0f4ac61750&e=b8a60ca6f8" \t "_blank).  It contains an explanation of the installation process and a photograph of the equipment that will be installed in your home. There is a display board of these components at the library, and you can ask to have someone walk you through the basics of the installation process.

We are continuing our in-person help on Tuesdays, 2-4 pm and 6-8 pm through the end of November at the Library. A variety of useful information can be found at [www.wiredwest.net/newsalem](http://www.wiredwest.net/newsalem" \t "_blank), and questions can be sent to [broadbandnewsalem@gmail.com](mailto:broadbandnewsalem@gmail.com" \t "_blank).

**The New Salem Broadband Committee and Municipal Light Plant**