

Verizon FIOS

What is it? A fiber-optic cable capable of delivering services for internet access, TV, and phone.

Online promotion: <http://www22.verizon.com/content/consumerfios/>

FIOS internet:

<http://www22.verizon.com/content/consumerfios/packages+and+prices/packages+and+prices.htm>

FIOS TV: <http://www22.verizon.com/content/fiostv/packages+and+prices/packages+and+prices.htm>

(don't miss the local channels package for \$12.99/month)

Verizon FIOS installation process:

1. Notify Verizon of your request for their FIOS service. It is available for all FHF residents. You can sign-up for one, two, or three of these services:
 - a. Broadband internet access (several performance levels are available)
 - b. Telephone service
 - c. TV (several options are available)
2. Schedule an installation date.
3. Prior to the installation date, PaOneCall will have utility representatives mark locations of utility wires and lines with colored paint, on the grass and pavement near where digging will take place. This may be a distance of over a hundred feet, depending upon where the underground distribution box is located.
4. A Verizon sub-contractor will dig a trench through yards and under driveways, to install an orange tube (about two inches in diameter) underground from an underground distribution box to a point outside your garage.
5. Verify that the contractor has left the grounds and pavement the way they were found. If you see that the grounds and/or pavement are not left as they were found, then call Verizon so they can have the contractor come back and repair the problem. You, not FHF, are responsible for the grounds and pavement being returned to their previous condition. Examples of items needing repair are an uneven ground, spilled fluids, and damaged pavement or utilities (water, gas, electric, phone, cable TV).
6. On the installation date, a Verizon technician will:
 - a. Install an electronic box, with back-up battery and charger, in your garage.
 - b. Install a FIOS cable through the orange tube, with connections at the distribution box and at the electronic box in your garage.
 - c. Change your telephone wiring to connect to the electronic box in your garage instead of your underground copper wiring.
 - d. Internet, if you ordered this service: Install a network cable to your computer; install a wireless router; install software; configure your computer.
 - e. Phone, if you ordered this service: Install an electronic box and verify functionality of your phone.
 - f. TV, if you ordered this service: Connect your cable TV wiring to the FIOS electronic box in your garage; install an electronic box on your TV and configure your TV.
7. The FHF Board of Directors, through their Notice 06-05, dated May 1, 2006, is requesting that every resident having a FIOS installation submit an application to the Management office. If you already had this Verizon FIOS connection installed at your home, please complete the form so that information is on file for the future. Some damages may not even concern your adjacent area and there may be long-term consequences. The application is on the FHF web site (http://www.foxhillfarm.org/Documents/Notice_06-05.pdf) and can be obtained at the office.

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Verizon versus Comcast, for internet access, with input from Bob and Noel:

1. Verizon FIOS is much more reliable. Comcast's cable internet service was not functional once or twice per week. Tech support was poor. Verizon's internet service was not functional three times in sixteen months. Twice it was instantly corrected by the Verizon representative resetting my router electronically from their office, and once the electronic unit in the garage needed to be replaced (at no cost to me).
2. Verizon's FIOS is consistently faster because it is at the maximum speed. Comcast's speed was usually 1/2 to 1/3 the maximum possible speed, but sometimes was much lower (as slow as dial-up).
3. The monthly fee for Verizon FIOS is considerably lower than Comcast's monthly fee for cable internet access. This difference in fees may change as these companies compete for your business.
4. Going off dial-up people can have Comcast installed with no mess, no fuss. (It is more convenient in that they don't have to fuss getting the yard put back the way it was.)

Verizon versus Comcast, for TV, with input from Bob and Noel:

1. The monthly fee for Verizon FIOS TV is lower than Comcast's monthly fee for cable TV, for the package I am getting (\$12.99 versus \$15.85). Evaluate both Verizon and Comcast, as other levels of TV service may have fees that change as these companies compete for your business
2. The picture on my non-digital TV is much better with Verizon FIOS than with Comcast cable.
3. Some people like the channel selection better on Comcast.
4. Comcast service permits a standard VCR recorder to tape one channel while viewing another. Verizon requires a DVDR box at \$15/month. The VCR most people have is useless for recording shows off the Verizon system unless you want to watch and record the same show. This may be a big negative with Verizon service, for you.

I have no personal experience with phone service from either Verizon FIOS or Comcast cable. I continue to use the regular Verizon phone service but not their VOIP (voice over internet) service that they offer as part of a larger FIOS package.