

Frequently Asked Questions

What is Pulse?

Pulse is a trusted local utility connecting the Loveland community by offering affordable, reliable and fast internet and voice service. Established in 2018, the community-owned utility was built on a promise of local service, transparency in rates and speeds, and responsiveness second to none.

What services will Pulse provide?

Pulse will offer high-speed internet and phone service to both residential and business customers. We are reviewing the viability of providing television. Internet service will be symmetrical, meaning upload and download speeds are the same.

What is the Pulse network?

Pulse customers will get high-speed internet delivered to their home or business directly through a 100% fiber-optic network. Fiber is the fastest, most reliable technology on the market today, helping us deliver the speeds and service you deserve.

What speeds/prices will be available?

Pulse provides affordable gigabit internet service with no data caps or service throttling, no hidden installation costs and no hidden fees. Several different packages will be available based on speed needs, including lower speed options. Pricing will be announced once we start subscribing customers.

I keep hearing the term 'broadband'. What does that mean?

Put simply, when we say broadband, we mean super-fast internet service. The faster the internet service, the faster and more efficiently residents and community members can work, learn, connect with others, download and upload files, stream video, conduct an internet video or voice call without delay or dropped calls.

Why is the City offering broadband service?

The City strives to be an ideal location for ALL people to live, work, and play. As a community-owned and non-profit service, we exist to serve our customers. We believe that high-speed, reliable internet service should be available to everyone in Loveland – today and into the future. We offer choice, competitive prices, high speeds and will provide the same excellent customer service for broadband that you have come to know and expect from Loveland Water and Power.

When will service be available?

Construction began in November 2019 and full network buildout will take 3-4 years to bring broadband to every home and business in the city. We anticipate announcing service offerings and connecting our first customer in the first half of 2020. We will notify neighborhoods directly when service will be available in their area. We encourage residents and businesses to sign up using our Early Interest Form at LovelandPulse.com/EarlyInterest.



Who is eligible for service?

The current service area includes customers inside City limits. Phase two of our proposal includes the Big Thompson Canyon and other areas within the electric service area. All residents and businesses within the service area have the option to sign up for Pulse or stay with their current providers.

Will I have to buy/lease hardware from the City?

Pulse customers will have the option to lease hardware from us or use your own hardware. We will have an ONT device (which is our device that works like a modem) that comes with several Ethernet ports. If your home is prewired with Ethernet, you can plug right in. If your house is wired for coax, you will need a coax converter. Once service is available and installation begins, we will be able to help with more specific information and troubleshooting to get you up-and-running.

Will this affect my taxes or electric rates?

No. Only Pulse subscribers will be billed/pay for the service. The start-up stages of the network are funded by bonds which will be paid back using subscriber fees once service begins. More information on project financing can be found at LovelandPulse.com.

How will construction impact me?

To meet the timeline of a 3-4 year buildout, construction will happen in multiple locations at once with our locally owned and operated contractor Colorado Boring. A variety of different factors will determine priority, including proximity to existing infrastructure and ease of installation. We are working to use low impact construction techniques and take extra precautions to minimize disruption to customers' property. We will not be releasing maps or timelines regarding construction or service availability. That would release proprietary information that could be misused by competitors. We have several communication tools in place to notify residents directly before construction comes to your neighborhood. We are doing everything we can to provide residents with proactive, direct communication through this process. We also have some general construction information and resources at LovelandPulse.com/PulseInProgress.

What is the City's stance on net neutrality/privacy?

Strict privacy policies exist today for all other City-owned utility services; water, wastewater and power. Pulse is working to develop a similar policy around privacy and restrictions on access and usage.



LovelandPulse.com

