TECH LINK

FAQs from MVlink Fiber Reps

In this month's TechLink, we share some questions our MVlink employees are frequently asked.

1. What is the difference between your MVlink fiber service and what I have now?
Our MVlink service brings fiber all the way to the home. Other service providers use fiber to go from city to city but then will use copper wires (Ethernet) to the home to provide internet. Competitors in our area use DSL to the home, Coaxial Cable (round cable used for Cable TV in the past) or wireless point-to-point service (and then Ethernet cable is run into the home from the radio outside). Fiber is the backbone of the internet and that is what MVlink uses to serve our members to provide quality, high-speed connections for streaming, gaming, schooling and working from home.

2. What is the benefit of being a co-op member?
By being a member of a co-op vs. a customer with other internet providers, you are actually an owner of your internet company. You have a stake in the company you own--you can vote for the Board of Directors or even run for a seat yourself. You also earn dividends (money back) based on what you spend on your internet and VoIP phone service.

3. Why does it take longer for MVlink to be installed compared to cable/satellite options?
Since MVlink is a fiber to the home service, each new area we expand to requires construction (either boring underground or overhead on electric poles) from the nearest MVlink feeder. Speed of construction is dependent on weather and consistency (sand, dirt, rock, etc.) of the ground we are boring through.

4. Can I take the flags out of my yard once the construction contractors have left my neighborhood?
No, the flags should be kept in the ground until MVlink has met with you to conduct a "drop" meeting. The Fiber drop consists of a fiber cable that connects the fiber cables from our network to the Network Interface Device (NID) on the side of your home.

5. Will I still have internet if my power is out?
MVlink Internet and telephone services require electricity. When power is out at your service location, a battery backup can keep services working for a period of time. Our membership seldom experiences extended power outages.

6. Why is a speed test not showing the speed I pay for?
There is a box (usually some type of modem) that brings Internet into your home from your service provider. In order to run a speed test against what you are paying for, the speed test should be run with an Ethernet cable and capable device. Visit www.speedtest.net to conduct a speed test for your connection.

7. Why are my internet speed tests slower when I'm on Wi-Fi?
Your testing speeds over Wi-Fi are impacted by many things; consider the following:
  • What is the type and age of router you are using? An older router may not support the speed to which you subscribe.
  • Do you have the latest firmware (software) updated on your router? This is important for performance and security.
  • What is the maximum speed the device you're using will support?
  • Are you connected to the 2.4Ghz or 5Ghz band with your router? With higher speeds such as those offered by MVlink, conducting a test on the 2.4Ghz will likely not allow you to reach the speed you are paying for. The device as well as the 2.4Ghz band tend to max out around 144Mbps. It is best to use the 5Ghz band for optimal speed.
  • Is there a chance you have a virus or malware on your device?
  • Do you have other apps or programs running on your device when you're running the speed test?
  • And finally - how far are you from the wireless signal?

ATTENTION SNOWBIRDS: Don't Forget MVlink's Seasonal Security Package

As you prepare to escape the Iowa winter or close your summer cabin, don't forget that MVEC offers a seasonal security package for MVlink fiber internet members. Pay just $19.95/mo. for 3 Mbps upload and 1 Mbps download—just enough bandwidth for your home security devices to continue monitoring your property while you're away. If you are interested in this package, contact our Fiber department today *(fiber@mvec.com or 800-927-6068).*