

Talking to the Community

Over the next 3-4 years, Loveland will build and operate a community-driven and city-owned fiber-optic broadband network called Pulse. This is an exciting time for the community and a great time to answer questions that residents and businesses may have about this new service.

However, this is also an important time for the community to get acquainted with this new utility and how Pulse is different. The competitive nature of our business means it is more critical than ever to communicate to residents and businesses without compromising business opportunities.

So how can you help? This document has answers to common questions so you can keep your neighbors, friends, and family informed. If you come across a question that isn't available yet, please direct the community back to Pulse so the team can answer their questions as quickly as possible with our business model.

We have worked hard to get to this point, let's continue to be successful by serving our brand promise - being a trusted local utility connecting the Loveland community by offering affordable, reliable and fast internet and voice service through a 100% fiber-optic network.

In addition to the FAQs on the back, here are some important messages you can share about Pulse.



Pulse is your local **community-driven fiber-optic broadband network**. It is a trusted service connecting the Loveland community.



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 - so they can stay connected today and into the future.



We offer **choice, transparent, competitive prices, 100% fiber fast speeds** and will provide the same **excellent customer service** for broadband that you have come to know and expect from the City of Loveland.



Stay connected with us. Register at LovelandPulse.com to access **recent news, ask questions** and **sign up to receive email updates**.

One Mission, One Voice



The City of Loveland strives to provide accurate, updated information to those in our community. As part of our city government, you play an important role in sharing Pulse's story and ensuring that the right information is accessible to our residents while ensuring we remain competitive in our business model. We can't do this without you. Thank you for joining us on this journey!

Help the community connect to Pulse and begin their individual customer experiences with us directly.

Always direct the community back to the Pulse for more information:

-  LovelandPulse.com
-  970-962-2010
-  pulse@cityofloveland.org
-  /LovelandPulse
-  /LovelandPulse
-  @LovelandPulse

Frequently Asked Questions

What is Pulse?

Pulse is a trusted local communications utility connecting the Loveland community by offering affordable, reliable and fast internet and phone service. Established in 2018, the community-owned utility was built on a promise of local service, transparency in rates and speeds, and a promise of 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, competitive, 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 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?

We have not yet determined where construction will begin as service depends on a variety of factors. Full network buildout will take 3-4 years to bring broadband to every home and business in the city. We anticipate connecting our first customer in the first quarter of 2020. We will notify neighborhoods directly when service will be available in their area.

Where can I find construction maps/schedules?

We will not be posting a construction schedule or map as construction will happen in multiple areas at once. We will notify neighborhoods directly when service will be available in their area. While we are working as fast as we can, take into consideration that full network buildout will take 3-4 years to bring broadband to every home and business in the city.

Who is eligible for service?

The current service area includes customers inside City limits. Phase two of our project 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 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. 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. Similar to other City construction projects, we will be building out a construction phasing schedule as we get closer and will keep affected residents and business informed of construction areas and details through our communication channels. Sign-up to receive updates at LovelandPulse.com.

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. Since Pulse is a City-owned utility the same policies will apply.

Always direct the community back to the Pulse team if you come across a question that you are unsure of the answer, and for additional information.

 LovelandPulse.com

 970-962-2010

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