

FREQUENTLY ASKED QUESTIONS

Q: What is Fibrant?

A: Fibrant is the fastest city-wide broadband network in America, covering 100% of the City of Salisbury, NC with its all fiber optic network.

Q: Where did the name Fibrant come from?

A: The name is a combination of two words: fiber and vibrant.

Q: How did Fibrant get started?

A: The City Council of Salisbury, NC was unhappy with the lack of broadband service provided by incumbent networks. They invested in building Fibrant as a municipal utility to encourage economic development, increase competitive opportunities for our existing businesses and to provide citizens globally competitive access to the world.

Q: What does municipal broadband mean?

A: This means that a broadband network is operated by a city or local government institution.

Q: What is fiber?

A: Fiber is a glass strand that carries high-bandwidth light waves over great distances.

Q: What is the difference between fiber and traditional networks?

A: A fiber network offers higher speeds, lower latency, greater reliability, symmetrical upload/download speeds and doesn't slow down during peak use times. Traditional networks can't offer this because of the limitations of the current infrastructures.

Q: What does 100% city coverage mean?

A: Fibrant's fiber network is available throughout the City of Salisbury, and is available to ALL of its citizens and businesses.

Q: Does Fibrant extend past the City of Salisbury limits?

A: Due to the present NC laws, the ability for us, and other municipal broadband providers, to grow our network is constrained. However, Fibrant does have the legal authority to expand under certain conditions, and is actively discussing potential growth partnerships.

Q: What services does Fibrant offer?

A: This municipally-owned utility company provides Internet speeds up to 10 gigabits per second, uncompressed high-definition video services, phone services, a localized data center, dark fiber and local ad insertion.

Q: What is up to 10 Gigabit Internet?

A: 10 gigabits per second. This means 10 billion bits per second, which is ten times faster than any other established city-wide network.

Q: Who would benefit from 10 G internet?

A: Many businesses from the tech to medical industry, innovators, entrepreneurs and especially big data users can benefit from these unparalleled speeds.

Q: Can Fibrant keep up with the fast-paced growth of technology?

A: Yes. Due to the unique design of our network, we are easily able to take advantage of technological advancements, integrating them into our fiber optic distribution network.

Q: What makes Fibrant's 10 Gbps service unique?

A: We are the only city in America with up to 10 G Internet service available across the entire city. No other city provides this level of service to every home or business.