

FAQ'S

QA When will my service be installed?

Installation is dependent upon the zone/phase you are in. There will be up to three home visits which include: Pre Drop Survey (as needed), Drop (fiber install from the pole to the outside of the home) and the installation from outside the home to inside. Stay up to date and visit join.sciremc.com for status updates.

QA Will one connection be enough to serve multiple buildings on our property?

This is dependent on the distance between each building, if they are close, one connection should be enough. Also, we will be able to offer WiFi extenders which will help connection to other buildings if you did not want to install another drop.

QA Should I cancel my current service?

We would not recommend canceling until we have installed equipment and you have a live connection within your home.

QA If I am not a member, will I be offered this service?

We will be installing service to all of our members first. We are hoping this project will be completed within 5 years. Once this is completed, we will look at the interest of non-members.

QA How do I pay my bill?

You can access and pay your bill at <https://mybroadbandaccount.com/SCIFiber/>

QA If service is discontinued for non-pay, when will service be restored?

When service is disconnected for non-pay and payment is made during business hours, service will be restored the same day. If payment is made after hours, the service will not be restored until next business day.

QA Will I lose internet service if there is an electrical power outage?

Yes, if we have an electrical outage that affects your location, you will also lose your internet service. You can purchase a battery back-up that will plug into your router, which will allow you to still have internet service up to a certain time frame.

South Central Indiana REMC
SCI FIBER

sciremc.com/scifiber

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