

Frequently Asked Questions

What is NH Broadband?

The New Hampshire Electric Co-op's purpose is to service our members and it was our members who spearheaded an evolution of our original mission in 2020 when they asked the Cooperative to deliver access to fiber-optic internet. Construction on the lines began in 2020 and we have since installed over 1,500 miles of fiber in all or parts of more than 20 communities. Currently, high-speed service is available to 15,000 of our members.

What type of network is NH Broadband building?

NH Broadband is building an all-fiber-optic network capable of meeting the long-term needs of both our residential and commercial members. Fiber-optic internet provides the fastest, most reliable internet experience possible. This is because fiber-optic networks transmit data using light waves through cables made of glass fibers instead of using electrical signals on copper wires or coaxial cables. Fiber is incredibly fast and allows customers to send (upload) and receive (download) data at the same high speeds, which is important for those who enjoy streaming, gaming, work from home, virtual learning, telehealth or managing a large or small business.

Who is building the network?

NH Broadband has partnered with Conexon, a company specializing in electric cooperative fiber-to-the-home projects like ours. Conexon is working with NH Broadband to design and build the fiber-optic network that will serve our Co-op members and give those living in underserved or unserved areas a fast, reliable internet option.

Why is fiber-optic better than cable?

Fiber-optic provides the fastest, most reliable internet experience possible. That is because fiber-optic networks transmit data using light waves through cables made of glass fibers instead of using electrical signals on copper wires or coaxial cables. Fiber-optic lines have a far greater capacity for carrying and transmitting data at speeds that are much faster than cable and is immune to interference from electromagnetic noise and weather that can disrupt service provided over copper lines, satellite, or cellular networks.

Further, fiber-optic cables have the capacity to transmit even more data at faster speeds as technology continues to evolve, meaning it will meet the needs of our members for years to come.

All of this translates to a much better experience for our members. It allows them to stream or game without freezing or buffering, transmit large files seamlessly and securely and use multiple devices without compromising speeds or reliability.

When will high-speed internet service be available in my neighborhood?

We have constructed 1,500 miles of fiber-optic lines across all or parts of more than 20 communities. Our progress continues as we build the infrastructure through NHEC's service territory. Go to [NHBroadband.com](https://www.nhbroadband.com) to see if service is available where you live. You can also follow us on [Facebook](#) for updates.

What speeds of service does NH Broadband offer and what is the cost?

NH Broadband offers several options to meet the unique needs of its diverse residential and commercial customers.

Homeowners in our service area can choose from several packages:

- 2 Gigabit (GB) – Ideal for movie streaming, connecting smart appliances, live video sharing and optimum performance for more than 15 smart devices. *\$99.95 / month.*
- 1 Gigabit (GB) – Allows for video streaming, live video calls, online gaming and optimum performance for five to 15 smart devices. *\$79.95 / month.*
- 100 Megabits per second (Mbps) – This basic package supports uninterrupted web browsing, email and can support up to five smart devices. *\$49.95 / month.*

Businesses can benefit from NH Broadband's services:

- 2 Gigabit (GB) – This option designed for larger businesses supports seamless video conferencing, high-speed operations, online backup and ensures performance of more than 35 smart devices. *\$299.95 / month.*
- 1 Gigabit (GB) – With medium-sized offices in mind this option allows for large file uploading and downloading, video conferencing and supports up to 35 smart devices. *\$199.95 / month*
- 100 Megabits per second (Mbps) – Perfect for small businesses, this option supports cloud storage, video conferencing, cloud sharing and ensures the performance of up to 15 smart devices. *\$79.95 / month.*

How is NH Broadband different from my current provider?

If you're currently relying on a national internet service provider (ISP) in New Hampshire, you may be wondering how NH broadband can offer something different or better. Here is a closer look at how NH broadband may differ from your current provider:

Speed and reliability: One of the key differences is the focus on delivering faster and more reliable broadband connections. NH Broadband is deploying a 100% fiber-optic. Remember fiber is the gold-standard of broadband.

Accessibility: NH broadband initiatives are specifically targeted at reaching underserved and unserved areas, ensuring that all residents have access to high-speed internet, regardless of their geographic location. This means that even if your current provider doesn't offer reliable service in your area, NH broadband may be able to fill that gap. Choosing NH Broadband also means you are helping bring the desperately needed, reliable internet to those under and unserved areas.

Affordability: NH Broadband is committed to making high-speed internet affordable and free of hidden fees or sudden price increases. With NH Broadband, we are not driven to serve shareholders, we are accountable to the mission of the New Hampshire Electric Co-op which is to deliver affordable and reliable electric and broadband services to its members. No other internet service provider in New Hampshire has you at the forefront of their priorities.

Reliability: Reliability is at the core of our service. Our robust network, backed by local technicians and responsive customer support, ensures you can trust your connection. The best internet experience is one that works seamlessly without causing any concern yet remains readily available whenever you need it.

Local: We are a local company, and a subsidiary of New Hampshire Electric Co-op. That means our employees live and work in the communities we serve. Many of us are co-op members and NH Broadband customers ourselves.

So, while your current internet service provider may be meeting your needs, NH Broadband is poised to take things a step further, providing faster, more reliable, and the only local option for New Hampshire Electric Co-op's members.

How do I get connected?

If you're a member of New Hampshire Electric Co-op and are interested in getting connected to high-speed broadband, there are just a few simple steps you can take to get started:

1. Visit NHBroadband.com and click on "check availability."
2. Complete the form presented after checking availability to get on the waitlist.
 - a. If service is available in your area, we will call to schedule your installation date.
 - b. If service is not yet available, we will call when it goes live in your area. Joining the waitlist is free and in no way commits you to retaining our services.
3. When completing this form you will be asked to choose your speed. If you are not sure what speed to choose, don't worry, you can change this at any time. If you still feel unsure, just give us a call and we can advise you based on your specific needs.
4. Can't check "accept terms and conditions"? If it is not letting you check the box, it is likely because you need to scroll through the terms and conditions to move forward.
5. Click on "verify your information" and you are good to go. No credit card or payment of any kind is required.