

Broadband Report

April 14, 2020

The Gtel hotspot was installed at Town Hall on Wednesday, April 8th. Anyone can access broadband Internet from the parking lot there. You just find Gtel Hotspot in your WiFi settings and accept the terms and conditions.

All of Gtel's line crews are now working in Taghkanic. They have finished hanging the fiber on Taghkanic Churchtown Road from County Route 10 to the Claverack border. Work continues with splicing on County Route 27 and splicing/testing on County Route 10. The first week of April saw work focused on Post Hill Road from County Route 10 to County Route 27. Gtel expects all Phase 2 infrastructure work to be completed in June with Phase 3 completed a couple of months later.

Most importantly, home installations also continue but in a different way. With the Coronavirus, the technicians cannot enter the homes. Instead they deliver a self-install kit so that the residents can set it up themselves. It includes clear instructions with pictures of how to set up the hardware. Once the hardware has been installed, the customer can get further necessary setup help over the phone. In its first 20 installations, Gtel found that 17 could successfully manage the system. In the last week of March, the company was able to accomplish 23 of these self-installs. Gtel can now install customers at a rate of about 20 per week.

But installation will not happen quickly for everyone. For example, although Taghkanic Churchtown Road now has broadband on the poles, one resident was told not to expect home installation there until June. At 20 installations per week, it will take time.

We are encouraged that progress is still being made with broadband in Taghkanic. Well over 100 of our homes now have fiber from Gtel, with a like number receiving similar service from Mid-Hudson and Consolidated. Despite Coronavirus, lines are being attached to poles and self-installs are taking place. And we now have our broadband hotspot at Town Hall. Broadband is available to many of our residents and coming closer to others.