

In Touch

MAY/JUNE 2024



You'll Benefit by Switching to eBilling

Are you still paying your Albany Fiber bill by writing a check and mailing it to us? If so, we encourage you to use eBilling and pay electronically instead. You'll gain more security, cut costs, save time, and reduce paperwork.

To sign up for eBilling, visit www.AFCComm.net and follow the step-by-step instructions. Call us at 320.845.2101 with any questions.

Albany Fiber Communications
131 6th Street
Albany, MN 56307
Phone: 320.845.2101

Office Hours

Hours: Mon–Thu: 7:30 am to 5:00 pm
Fri: 7:30 am to 11:30 am

Office Closure

May 27 for Memorial Day

Email

customersupport@albanytel.net

Visit Us Online

www.AFCComm.net



We Connect YOU to the World!

Congratulations 2024 CLASS OF

HATS OFF TO THE GRADUATES

Albany Fiber joins our community to celebrate the accomplishments of this year's graduates. They've worked hard, learned a lot, and used their talents to grow as individuals. While there were undoubtedly challenges along the way, the tassel is worth the hassle.

Did you know the graduation hat, with its stiff square top from which the tassel hangs, is often called a mortarboard since it resembles the square tray bricklayers use when applying mortar? Think of it as a reminder to graduates to keep building throughout life.

Best of luck in the future!

An Online Review Helps Us and You

You probably read online reviews before you order clothing, book a hotel, make a restaurant reservation, or choose a plumber. Reviews give you valuable information about what others have liked or disliked about their experiences and enable you to make purchasing decisions with more confidence.

These days, almost all companies count on reviews to help attract new customers, and Albany Fiber is no exception. We would greatly appreciate it if you took a few minutes to write a Google Review about us. Here's how to do it from your browser:

1. Log into your Google account, and search for Albany Fiber.
2. Find the reviews area (next to the star rating in your search results, or under our name in the sidebar in Google search) and click on the blue font that says, "WRITE A REVIEW."
3. Rate our business from 1 to 5 stars (the greater numbers indicate a positive experience), write about your experience, and click "POST" when you're done.

Thanks in advance for your support!

★ ★ ★ ★ ★
FIVE STARS

EXCEPTIONAL!

**GOOD
QUALITY**



Internet Speed Matters, But So Does Reliability

Discussions about what to consider when choosing an Internet plan tend to focus on speed. That's certainly understandable, given that the more the speed you have, the less time you'll spend waiting for big files to load or video buffering to stop. However, the way families and businesses evaluate Internet service is evolving beyond just speed to also include reliability.

You can think of it this way: Internet speed is like the speed limit of a highway versus the number of lanes and the likelihood of roadblocks. How valuable is the ability to travel quickly if there's congestion and unreliable conditions that often hinder you from doing so?

For many businesses and homes, Internet access is nearly as important as other utilities such as electricity, natural gas, and water. Having unreliable Internet is stressful and counterproductive. If there's downtime, businesses simply can't operate in an efficient manner and productivity suffers. For families, unreliable Internet can be an annoyance that occasionally prevents the enjoyment of streaming services and social media. For those who work from home, the consequences are more serious. It can severely limit the ability to complete projects and connect with colleagues.

You can rest assured that Albany Fiber makes Internet reliability a high priority and proudly maintains an uptime of 99.999%. We've invested heavily in our fiber network, and we proactively monitor it to minimize service interruptions. Our network is also designed with redundant paths, meaning if a cable is accidentally cut, Internet traffic can instantly be rerouted to another path to continue flowing.

The Internet reliability you experience from Albany Fiber is further enhanced by the knowledgeable, professional support you receive from our local team of employees. After all, customer service goes hand-in-hand with reliability. Should issues develop — after all, no technology is foolproof — our goal is to get you back up and running as soon as possible.

For complete details about the reliable, fast, and affordable Internet plans we offer, call 320.845.2101 or visit www.AFComm.net.