

Internet Access in Western Nevada County

is provided by a small number of national, regional and local providers. There are a variety of technologies available for Internet services in our rural area each with its plusses and minuses. Internet access speeds include both download and upload components. Note that Spiral Internet is currently not offering service in Nevada County.

All current providers offer asymmetrical speeds, with the upload speed (from you to the Internet) being much slower than the download advertised speed (from the Internet to you). Only a 100% fiber optic network – Fiber to the Home (FTTH) – is capable of offering symmetrical speeds, often 1 Gigabit download and upload. Fiber offers ultra high speeds, reliability, and is future safe as it is scalable for faster speeds.

Types of Service Available and Internet Service Providers:

Fiber Optic

Local telcos and cable companies often say they have “fiber networks” but typically fiber is only used for infrastructure and not connected directly to the home or business. AT&T does offer dedicated 10 Mbps fiber optic connectivity and faster, but it’s expensive and takes time to install – \$400 per month or more for these speeds.

Race Communications is offering service via the Bright Fiber Network Project (which was initiated by Spiral) in southeastern Nevada County along the Hwy 174 and Dog Bar Road corridors. Race offers 1 Gigabit per second (Gbps) symmetrical speeds, and has no data limits. Check out availability at the link below. Race received a CPUC grant in December 2021 for its Gigafy Nevada City Project which covers neighborhoods north and northeast of Nevada City city limits. This project is not yet listed on its website, so call if you want service and are within in (or nearby) the project area.

Map of Bright Fiber Network Project (funded area):
<https://www.google.com/maps/d/edit?mid=IoTMnu6MdHas8oNXHsZq4CzLcik0VGeUj&usp=sharing>

Map of Gigafy Nevada City Project (funded area):
https://www.google.com/maps/d/edit?mid=1_UrZl-zSUd3h3TMHsYQbzZLCh83nO34-&usp=sharing

Race Communications
877-722-3833
<https://race.com/service-areas/>

Nevada County Fiber has a very small fiber project located outside of Nevada City.
<https://www.nevcofiber.com>

DSL (Digital Subscriber Service)

DSL is Internet access provided over the copper telephone network. In October 2019, AT&T announced that it will no longer offer new DSL service anywhere. Those homes that have DSL will continue with service, but no upgrades in speed will be available.

However, on June 30, 2021, DSL service provided by some third party ISPs (resellers) like Omsoft (former Spiral customers), SmarterBroadband, and others were ended.

IMPORTANT: If you are selling a home where DSL is available and want the buyer to also have this service then **DO NOT TURN OFF** either your telephone or DSL service. Otherwise, the new owner will not have internet access. As a courtesy, once escrow is over, make an arrangement with the new owner by adding them onto your bill, having them (of course) pay the bill, then eventually have them remove your name from the service. DSL has no data limits.

Cable

Locally, Comcast and Suddenlink offer the fast access over a coaxial cable network, that may use fiber optic cable for its backbone, but not to each home. Cable bandwidth in each neighborhood is shared by all the users, which accounts for slower speeds during high-traffic times (early evenings, for instance).

Cable providers have announced data limits.

Comcast / Xfinity

SERVICE AREA: Grass Valley, Nevada City, Penn Valley, and Rough & Ready areas
800-824-2000
<https://www.comcast.com>

Suddenlink

SERVICE AREA: Alta Sierra, parts of south county, Truckee areas
530-268-3731
<https://www.suddenlink.com>

