



FirstLight is connecting more people in Western Maine with high-speed Internet

FirstLight is expanding its fiber network across Western Maine as part of a multi-year plan to build more than 450 miles of new fiber, with over 200 miles already built. Here's what you need to know.

FirstLight's new fiber builds are funded in part by the PEMM Program. What is PEMM?

The Partnerships Enabling Middle Mile (PEMM) Program is a federally funded initiative through the Maine Connectivity Authority (MCA) to address large-scale, regional broadband needs.

MCA developed a Broadband Action Plan to extend broadband service to locations in Maine that do not currently have minimal upload and download speeds.

Who else is involved in the project?

In the traditional spirit of Maine collaboration, along with the MCA, FirstLight partnered with the Mahoosuc Broadband Committee and the Town of Minot in its initial application process, and is working with both groups as well as Maine West, Community Concepts Finance Inc., Northern Forest Center, Oxford County, and various volunteers, municipalities, and town committees to promote these new resources.

Which towns are included?

Bethel, Newry, Greenwood, Woodstock, Bryant Pond, Albany, Gilead, Mason, Buckfield, Upton, Turner, and North Turner.

Is fiber Internet better than DSL or dial-up Internet, and is it worth the investment?

Broadband (cable/DSL) Internet is what most homes used for years, and was a significant upgrade from dial-up Internet. DSL handles streaming, video calls, and downloads reasonably well, but speeds can slow down during peak hours and upload speeds tend to be much slower than download speeds.

Fiber Internet uses light signals through glass cables instead of electrical signals through copper, resulting in 10 to 100 times faster connectivity than broadband. It is also more reliable, less affected by weather, and can handle many users at once with more sophisticated uses such as streaming and gaming. While an HD movie might take from 3 to 20 minutes to download with DSL, it would only take 30-90 seconds with Fiber.

How do I find out if service is available at my address?

Visit www.firstlight-maine.com to check your address, view rates, and sign up directly. You can also contact Customer Service at 1-833-673-9911, option #3, or via email at on-custsrv@firstlight.net.

Is there an installation fee?

With few exceptions, installation fees are waived during the current build program.

Is the installation or sign-up process different because of the PEMM grant?

There's no difference in how we install Internet and how customers order Internet as a result of the grant.

Why can my neighbor get service but I can't?

In rural areas, distance and terrain can make it expensive or technically difficult to reach every home. We're always expanding and working to connect as many addresses as possible. Check back at www.firstlight-maine.com as coverage grows, or contact Customer Service at 1-833-673-9911, option #3, or on-custsrv@firstlight.net.

Is FirstLight affiliated with my town or municipality?

No. FirstLight is independently owned and operated.

Why does FirstLight have two websites?

FirstLight serves both residential customers in Maine, and enterprise businesses throughout the Northeast. Maine residential services — including rates, address availability, and online sign-up — are accessed at www.firstlight-maine.com, by calling Customer Service at 1-833-673-9911, option #3, or via email at on-custsrv@firstlight.net.

When will construction be complete?

The build began in November 2024 and will continue through 2028.

How can I get an update on where the builds are happening?

Visit our Facebook page at www.facebook.com/FirstLightPEMMFiberBuild or our website at www.firstlight-maine.com.