

# Fiber FAQ

Welcome to the NocTel Fiber Network's Frequently Ask Questions page. Below you can find answers to commonly asked questions about our fiber service. For frequently asked billing questions, click [here](#).

Rebooting your device and your router is always a good place to start when you are having connection issues. View our [troubleshooting article](#) for more help.

The network maintenance window is between 0300 - 0600 PST on Sundays. This is when network utilization is at its lowest, and our teamwork can do upgrades and system improvements with minimal interruption to customers.

You can view the current status of the NocTel Fiber Network and other NocTel services at [status.noc.tel.com](https://status.noc.tel.com). Our status page is a great first place to check if you are having an issue with your service. Any service event affecting multiple users is posted here and our team updates notice every 30-60 minutes. You can also find notices about planned maintenance.