



# Here's what to expect during fiber network construction.

As we expand our fiber network, we are committed to keeping you informed during our construction process. We'll let you know who those people are in your yard, what those flags mean, when we're going to start restoration, and, most importantly, when you can schedule installation of Lumos 100% Fiber Internet in your home.

## Preparing for construction

Once we've acquired permits to work in the right-of-way:

- You should receive a pre-construction letter in the mail letting you know we're coming
- Prior to construction, you will see a small sign in your yard letting you know construction is about to begin
- The week of construction, we will place a door hanger on your door
- Lumos sandwich boards will be placed at the beginning of each construction zone

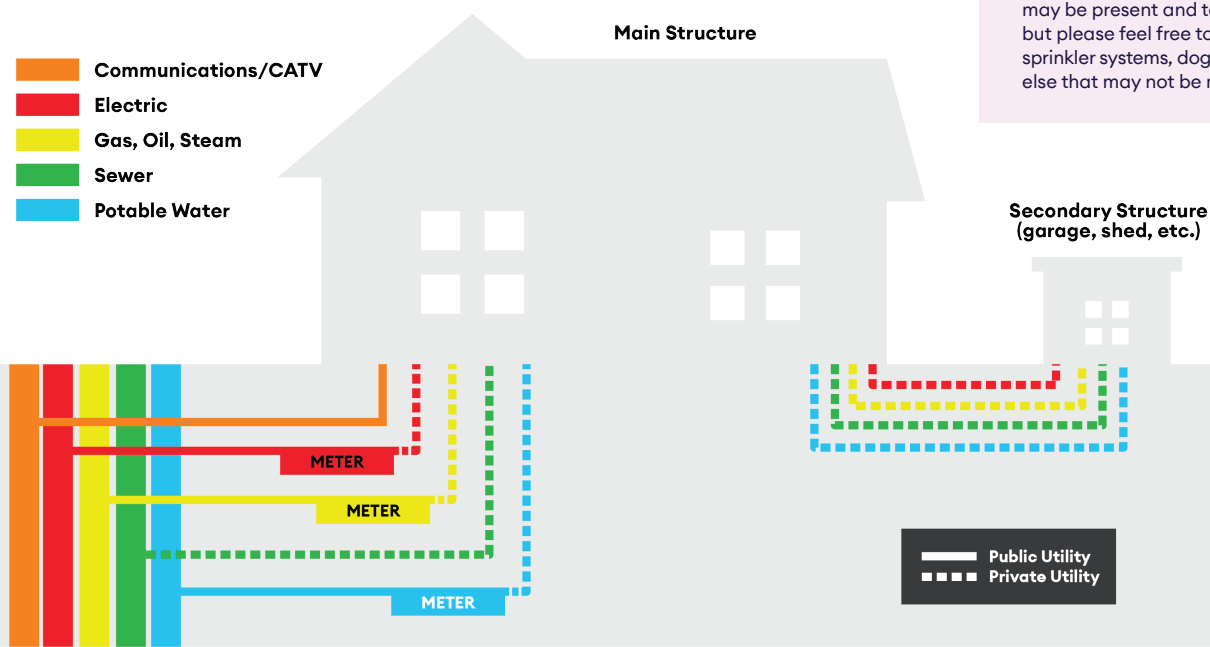
## Building your network

This is when you'll see our contractors in your neighborhood: Crews work in a multi-phase process, so you may see one team tasked with burying conduit while another installs fiber optic cabling and a final crew handles restoration. Construction completion will depend on neighborhood size and the weather.

To prevent damage, we'll ensure public utility lines are marked.

# Private Utilities

Private underground utilities can be located anywhere including private property and right-of-ways. They're typically underground lines that extend beyond the meter or are unmetered lines serving other areas on the property like sheds. We always assume private underground utilities may be present and take precautions, but please feel free to let us know about sprinkler systems, dog fences, or anything else that may not be marked by 811.



### Hooking you up

After the construction is complete, we'll let you know when your address is eligible for service. Once you sign up, we'll provide you with details of your installation via email.

## Fiber construction FAQ's

### Why are these people in my yard? What's with these flags?

To safeguard against damage during our construction process, utility companies will come by and mark where any public utility lines currently exist in the right-of-way through your yard. Rest assured, our construction crews will remove the flags once the network is complete.

### What about permits? Don't you need my permission to be on my property?

Lumos is permitted to access designated utility easements or the right-of-way (ROW). The ROW is usually a strip of land running along the street, sidewalk, a rear lot line, or between two lots. While most homeowners maintain these ROW areas themselves, the City or Department of Transportation has access to a portion of your property and can grant Lumos access to it as well.

### Are you going to repair my lawn when you're done?

Of course! Please have no worries there. Once our construction team has completed the work, we will restore your lawn as quickly as weather permits.

### How do you decide where to place pedestals (Fiber access points)?

The Lumos team selects the least intrusive intersecting point for flush in-ground installed pedestal locations, unlike the old obtrusive boxes. These will always be located within the utility right-of-way.

## Need more information?

Our Construction Success Team will handle your calls and emails that pertain to new construction areas. Things like:

- Questions you may have or to better understand the process
- Issues with your property or concerns
- An explanation of the equipment you may see or the sounds you hear

**We understand construction can be disruptive and we are here to help Mon - Fri, 8AM - 5PM**

☎ 800-905-9017

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