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Frequently Asked Questions about Excellerate Construction

How long does construction take and when will Excellerate be available?

Given the scope of the project, we cannot give exact dates for when it will be available in a specific neighborhood. To learn if Excellerate is available in your specific neighborhood, please call 330-833-4134 to speak with a customer care representative or chat with us online at MCTVOhio.com.

What is the construction process?

The MCTV construction process depends on the layout and design of your neighborhood. There are two different construction methods. Below are brief explanations of both.

- **Aerial construction:** MCTV construction crews will use bucket trucks to hang fiber-optic cable on utility poles.
- **Underground construction:** Prior to construction in your neighborhood, you may notice flags and paint marking the location of some underground utility lines. MCTV construction team will dig at the marked locations. If dirt is removed, it will be filled in. The fill will need to settle 3 to 5 weeks to avoid sink holes. Top soil and grass will be planted after the settling is complete. Our construction team will pull and splice fiber to your home and once finished all equipment will be removed from your yard.

Does MCTV have permission to be on my property?

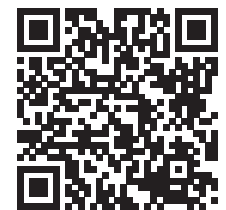
Yes, MCTV is permitted to access designated utility easements, usually located within the back alley, a strip of land along the street, sidewalk, front yard, a rear lot line, or in between two lots. If the easement is within a fenced yard, our crews will need your help accessing them. Designated personnel will need to access the easement whether or not it is behind a fence or other secured area.

Can I opt out of installing fiber on my property?

Fiber installation occurs on designated utility easements, which can be used to construct and maintain utility lines. This means that we will need access to the easement through your property to connect other homes and businesses along the route.

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Will MCTV make sure my property is left as it was before construction started?

Our MCTV construction team will do our best to minimize impact to your property. Once construction is completed and as weather permits, we will fill dirt where it has been removed. The fill will need to settle 3 to 5 weeks to avoid sink holes. Top soil and grass will be planted after the settling is complete. Our construction team will remove all equipment from your yard. If restoration is not completed to your satisfaction, please contact us by calling 330-833-4134 or chat with us online at visiting MCTVOhio.com.

When can I remove the utility marking flags or paint in my yard?

To minimize disruption on your property, we strongly encourage you to leave markers and paint in place until construction of our fiber-to-the-home network is complete. Paint markings are not permanent and will disappear over time.

When construction crews are finished working near my house, when can I start using Excellerate High-Speed Internet?

Once construction is complete, an MCTV team member will contact you to convert your Internet service to Excellerate.

Do you have additional questions?

Visit MCTVOhio.com to learn more about Excellerate fiber-to-the-home Internet. If you have additional questions or concerns not covered in our FAQs, please call us at 330-833-4134 or chat with us online at MCTVOhio.com.

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