

How long does construction take?

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What is the construction process?

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- **Aerial construction:** Our crews will utilize bucket trucks to hang fiber-optic cable on utility poles which may temporarily impede the flow of traffic. Please pass our teams safely when you encounter them.
- **Underground construction:** Before we bury the fiber-optic cables, we ask the utility companies to come out and mark with flags and paint where their lines are located to avoid damaging them. We may also dig in some places to verify the location of other utilities. Next, underground conduit and access vaults are installed along a designated utility easement. Finally, our construction teams will install the fiber-optic cables and connect them together to create one seamless network.

This process takes a few weeks and once our crews have finished, any impact to yards and public areas will be restored.

Does Omni Fiber have permission to be on my property?

Yes, Omni Fiber is permitted to access designated utility easements, usually located within the back alley, a strip of land along the street, sidewalk, or front yard, a rear lot line, or 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. However, the choice to join Omni Fiber's network and have fiber run into your home is ultimately yours. We think you'll want to!

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

Our crews will do everything they can to minimize impact to your property. Once construction is complete and as weather permits, we will restore lawns in areas where digging occurred. However, we make mistakes too. If restoration is not completed to your satisfaction, please contact us using the form at www.omnifiber.com/construction.

What should I do to make sure Omni Fiber avoids my invisible fence, sprinkler system, sump pump line, or other underground items in my yard during construction?

Our construction crews approach your yard with the assumption that there may be private utilities located underground that aren't already marked and will do their best to avoid them. If you would like to take a precautionary step, please mark areas of concern with pink or white flags or landscape-safe paint to alert crews of the need for caution. You can also report any underground items by completing the "Construction Feedback Form" available at omnifiber.com/construction.

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 the network is complete. Utility flags are placed to avoid other utility disturbances or accidents in the area while work is being completed. Different colored flags signal the different utilities: blue for water, yellow for oil and gas, orange for telecommunications, etc. Any paint markings aren't permanent and will fade over time.

Will you move my flowers, potted plants, or other items I've placed in the utility easement before you build in my yard?

Unfortunately, we are unable to move or care for plants or other obstructions that have been placed in the easements. Before construction crews start work in your neighborhood, we will leave a door hanger so that you have time to move your plants or obstructions to a safe spot.

If construction crews are working near my house, does that mean I can start using fiber Internet when they've finished?

When work is happening near your house, it's getting close! Service will be available for installation once a group of homes is collectively connected to the systems and we've completed testing. Omni Fiber will attempt to contact you as soon as possible so you can schedule installation at your address. We also offer the ability to place a pre-order on our website to ensure you're installed as soon as possible once services become available.