

Frequently Asked Questions Concerning Your Upcoming AT&T Fiber Upgrade Project

- **When will the project start?** Door hangers will be placed on resident's doors a week before the project begins.
- **How long will it last?** Most projects are completed within four weeks.
- **What is being installed?** Innerduct is being placed along the roadside. New pedestals for high speed internet are being installed adjacent to existing AT&T pedestals.
- **How much digging?** Typically, two small send and receive pits (@18"x48"x36" deep) are dug as far apart as space management restrictions allow. Utilizing these pits, a boring machine pushes underground conduit between driveways and under roads. The fiber optic cable is then pulled through the conduit.
- **Will my neighborhood be unsafe during the project?** Traffic flow and safety will be addressed. The worksite is left in a safe condition at the end of each day and all pits are filled in. All employees will have ID and AnSCO branded clothing.
- **What if my grass doesn't grow back in the spring?** We have a spring sod replacement program. Call the customer concerns line at the number below.
- **What are these different colored markings all over my yard?** These markings were placed by a locate service to identify underground utilities. For everyone's safety, please do NOT disturb flags, stakes, or paint. We use a biodegradable water based paint for our markings. For more information please visit www.nc811.org
- **Will my existing AT&T service be disrupted?** No. Your service should not be affected.
- **When can I start receiving this new service?** AT&T typically begins residential installs approximately 6 months after completion of work in the subdivision.
- **Who do I call if I have a question or concern once construction has started?** You will need your job number. This number is included on the door hanger, and can also be obtained by contacting your homeowners association or property management company.

Raleigh	919-779-1497
Charlotte	704-598-7508
Greensboro	336-333-2250