**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?** Underground conduit and new terminals for high speed internet at various locations in your community.
* **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 free spring sod replacement program. Call the customer concerns line at 1-800-278-8213.
* **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 <http://www.al811.com/> .
* **Will my current AT&T service be disrupted?** No. Your service should not be affected.
* **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 that will be distributed about a week before the project begins, or can be obtained by contacting your homeowners association or property management company. The customer concern number is **1-800-278-8213**.