

FREQUENTLY ASKED QUESTIONS

Q. What work will AT&T be doing?

A. Placing a new high speed network, conduit/fiber cable below ground and water meter sized boxes / hand holes both flush to ground.

Q. Who do I contact if I need restoration in my yard?

A. Call the phone number on the door hanger: Ivy Smith Construction 1-855-269-3982 or email at: customercare@ivysmith.com

Q. How will we know when they will start working?

A. Door hangers will be placed on resident's door 3 to 5 days prior to work commencing.

Q. What information is on this door hanger?

A. Important contact information for any questions during the project and any restoration issues you may have. Restoration phone number for Ivy Smith Construction 1-855-269-3982 or email at: customercare@ivysmith.com

Q. How will contractor Ivy Smith Construction LLC (1-855-269-3982, customercare@ivysmith.com) be doing the work?

A. By limited trench (digging) and "stich" boring under driveways and sidewalk.

Q. Will this work require removing sidewalks or cutting streets?

A. No. All work will be within the right of way or utility easements of the community. No pavers, concrete or asphalt will be disturbed.

Q. Will heavy equipment be in my yard?

A. The boring machine on a small trailer may be used in the utility easements of your yard, as well as a cable reel at limited locations while placing cable for a very short amount of time. BUT all track marks and or dead grass will be restored.

Q. How will work area be left at the end of each work day?

A. All areas not restored by end of day (weather permitting) will be safely secured with safety barriers, fences or cones.

Q. Will AT&T/contractor guarantee all restorations?

A. An AT&T contractor will promptly repair and restore all areas that are disturbed as a result of the installation to substantially the same or better condition that they were prior to the installation.

Q. How soon will our community be able to subscribe to the new AT&T services?

A. Approximately 10-14 weeks after the installation is complete. You can check AT&T.com for updates.