

CONSTRUCTION LETTER



METRONET IS COMING TO YOUR TOWN!

Great news! MetroNet recently announced our expansion into your city. Below you will find information about what to expect as we construct our **100% fiber-optic network** in your neighborhood, and how to sign up for your new internet, TV and phone service.

Following this letter, you can expect:

- A postcard reminding you construction will begin soon.
- Large MetroNet construction signs at your neighborhood's entrance and smaller signs near your mailbox.
- Colorful flags and temporary paint marking existing underground utilities.

We understand you may have questions. Here are some answers to the questions we hear most frequently:

[Q] I have a sprinkler system, dog fence, sump pump line or other underground item. What do I need to do to make sure these items are marked and avoided during construction?

[A] It is very important to notify us of these items. You can either mark them with white flags or landscape-safe spray paint, or report them at metronetinc.com/construction by clicking the "Ask Questions" tab.

[Q] Does MetroNet have permission to be on my property?

[A] MetroNet has the legal right to access the designated utility easements typically located within a strip of land running along the street, the sidewalk, the rear lot line, or between two lots. If the easement is within a fenced-in yard, crews will need your help accessing this area.

[Q] When can I remove the utility marking flags and/or paint in my yard?

[A] Markers and paint need to remain in place until construction of the network is complete.

[Q] Will MetroNet restore the area in which they performed construction?

[A] Our crews make every effort to minimize impact to properties. Once construction is complete and weather permits, MetroNet will restore lawns in areas where digging occurred.

MetroNet is committed to making this construction phase as easy as possible for you and your neighbors. Our construction website and customer service line are available to address any additional questions or concerns.

Construction Website:
metronetinc.com/construction

Customer Service Line:
1-866-386-3876

We look forward to becoming a part of your community and hope to welcome you to the MetroNet family soon.



EARLY SIGN UP AVAILABLE NOW!

Early sign up is easy – go to metronetinc.com and click "Order Now" to view pricing and service information. Early sign up puts you at the front of the line for installation once the network is complete.