

ALTAFIBER FAQS

<https://www.altafiber.com/construction>

Why are there paint markings in my yard?

We are required by law to call in utility locates before we begin any underground construction that will require digging. This will ensure that we know where all the current utilities are before we begin our work. Visit 811.com for more information.

Why is an altafiber representative digging in my yard?

We are working to upgrade your community with state-of-the-art underground fiber optic technology which will allow you to receive the fastest internet speeds in the area.

What is fiber optic cable?

Fiber optic cable, unlike the traditional copper cabling, is made of strands of glass allowing for more bandwidth and faster internet speeds. Please see [altafiber.com/discover](https://www.altafiber.com/discover) for more information on fiber cable.

What is a utility easement?

A utility easement gives a person, company, or government the right to use a designated parcel of land on someone's property for a specific purpose.

How long will the construction phase last?

The construction phase will vary by the size of the community. Please see the [Construction Timeline](#) for a breakdown of the steps involved in the construction process.

Does altafiber have permission to dig on my property?

Yes, altafiber obtains the necessary permits, right of ways, and easements required by regulatory laws to allow us to perform this work.

What if there is damage to my property?

While we take every effort necessary to avoid damage to your property accidents do happen from time to time. If you have damage to your property that you need to report, submit your questions to the [Construction Management Team](#).

Will my yard be restored?

Yes, our goal is to restore your yard to the state it was in before construction began. At the end of the construction phase our team will come back around to complete restoration.

Will my landscaping be replaced around utility pedestals on my property?

We will make every effort to save and restore the existing landscaping as close to its original condition as possible; however, there is no guarantee for landscaping that has been installed within an existing utility easement. *Please reference the "What is a utility easement" question.*

How do I order service?

Once construction is complete in your community, you can reach out to an altafiber representative to place an order for service. You can also place an order on our website. If you would like to be notified once service is available, please complete our [fiber availability form](#).

Will construction impact my underground sprinkler system/invisible fence?

No, while accidents may happen, we take every precaution necessary to avoid any damage to your property. If you have concerns, please reach out to the contractor on site to identify any existing sprinkler systems or invisible fences.

Who do I call if any of my utility lines have been cut?

Call the appropriate utility company first and then report the incident to the altafiber Construction Management Center. Please call [513-401-8380](tel:513-401-8380), or [contact our Construction Management Team](#).

I am worried construction will impact my landscaping, who do I call?

altafiber makes every effort to minimally impact your landscaping during construction. If there is a concern about where the construction will take place, please reach out to the altafiber representative onsite to discuss, or [submit a question to the Construction Management Team](#).