



## FREQUENTLY ASKED QUESTIONS

**Q: I've received information from T-Fiber built by Metronet. Who are they?**

**A:** Metronet builds and operates fiber-optic networks that deliver world-class internet service to T-Mobile Fiber residential and microbusiness customers and Metronet commercial customers. Now in 19 states and serving more than 300 communities, Metronet is the nation's fastest-growing pure-play fiber company, actively building networks in more than 100 communities at a time. Metronet has a website dedicated to addressing any questions or concerns residents may have about the construction process. Visit [metronet.com/construction](http://metronet.com/construction) or call (877) 386-3876.

**Q: Why are crews in my yard if I didn't sign up for this service and I don't want it?**

**A:** Metronet, partnering with T-Mobile Fiber, is creating a 100% fiber network throughout your city. As with other utility companies, our goal is to make our fiber internet as widely accessible as possible. There is no requirement or obligation to sign up for service if crews are on your property. For more information on the construction process, visit [metronet.com/construction](http://metronet.com/construction) or call (877) 386-3876.

**Q: What if my lawn, fence, or other property is damaged during construction?**

**A:** The construction phase of this project is temporary and our crews do their best to minimize impact to your property. However, technicians do need to hang fiber-optic cables on utility poles or run them underground in order to extend service to subscribing residents. If you have any questions or concerns about construction, you can submit a claim at [metronet.com/cct/askquestions](http://metronet.com/cct/askquestions). You can also call us at (877) 386-3876 to speak with one of our helpful and friendly customer service representatives. We promise to answer all inquiries, address any concerns, and repair any damage that occurs during the construction of our network.

**Q: When can I remove the marking flags or paint?**

**A:** Please keep them in place until construction is fully complete, as their presence helps our crews avoid areas such as gas, water, and electric lines.

**Q: I have a sprinkler system, dog fence, or sump pump line underground. How do I protect it?**

**A:** Please let us know! It's very important to notify us if any of these items are in your yard. Mark them with white flags or landscape-safe spray paint. You can also notify us by using the "**Submit a Request**" button at [metronet.com/construction](https://metronet.com/construction).

**Q: How does this construction impact me?**

**A:** We will likely need to dig holes or perform construction work in your yard within designated utility easement areas, typically located along streets, sidewalks, lot lines, or between properties. If they are in fenced-off areas, we may need your help to enter. Our teams work hard to minimize disruption, and all disturbed areas will be restored once the construction is complete and weather permits.

**Q: How long will construction crews be in my yard?**

**A:** The length of time required for each project varies. Our crews may be in your yard anywhere from 30 minutes up to one day. If other utilities are overhead, we'll install fiber-optic cables on existing poles. If utilities are underground, we'll bury the network in the same areas. Before beginning underground work, we will have other utility companies locate their transmission lines and will temporarily move any obstacles within the utility easement.

**Q: What's a utility easement?**

**A:** Utility easements are located on most properties and are designated by city ordinance to be accessible to utilities, such as gas, water, electric, and cable providers. Metronet will locate its fiber-optic network in these utility easements. Metronet's construction website contains a wealth of information about what to expect during construction. Visit [metronet.com/construction](https://metronet.com/construction) to read additional information.