



## **RightFiber F.A.Q | March 2023**

### **What is RightFiber?**

RightFiber is a 100% Fiber-To-The-Home service that offers a full range of telecom services including internet, TV, and phone to residential customers. RightFiber is brought to you by Ritter Communications and backed by our 115-plus years of experience.

### **How do we select where to build RightFiber?**

Ritter Communications recognizes the increased demand for quality, high-speed broadband services. RightFiber allows us to continue our efforts to close the digital gap by bringing the latest fiber internet technology.

### **How does RightFiber inform residents of an upcoming fiber build?**

RightFiber mailers are sent to every address in the local neighborhood before we start work, explaining what's going to happen, what the process and the work itself will look like, and what we'll do to make needed repairs once the fiber construction is finished. RightFiber yard signs are also placed at the entrances and exits of neighborhoods, and we hang door tags at residents' homes. These materials include a telephone number that homeowners can use to contact RightFiber with questions. If residents have questions or experience problems, they are encouraged to call us directly at 833.565.1994.

If we can find a registered HOA in the neighborhood, we try to meet with that group prior to beginning network construction.

### **Why is there RightFiber construction happening in my yard?**

Similar to other public utilities, at RightFiber we work with the city to use municipal rights-of-way, and/or utility easements for our buried fiber, and utility poles for aerial fiber, to build the fiber network that will enable services at your house, condo or apartment. Most often, these easements or city street rights-of-way include part of your front yard or backyard. Our construction process requires us to access these easements through your property to install our fiber optic cables. We always knock first to ask permission to enter your private property. However, if no one is home we normally continue working so we can bring fiber optic services to you and your neighbors as quickly as possible. That way, when you are ready to order services, we will be prepared to make the final connection of the fiber network to your home.

You can view videos on our website at [www.rightfiber.com](http://www.rightfiber.com) that demonstrate what to expect during the RightFiber construction and installation processes.

### **Is the City aware of, and does it have any control over, the RightFiber build process?**

In cities where permits are required for RightFiber construction, we apply for and receive City permits prior to construction. In those instances, the City has reviewed our construction plans and pre-approved them. In certain cities, permits are not required for us to begin construction. In both instances, Ritter Communications works to make sure that City administration is informed up-front, and regularly updated, about our

construction activities so that City officials can answer residents' questions. That said, we encourage residents to call our RightFiber hotline directly (833.565.1994) with any questions or to register complaints about our construction process.

**If I complain to the City administration, what recourse does the City have?  
Can I complain to the Public Service Commission (PSC)?**

In all cases when residents have complaints, and are looking for a path to resolve those complaints, we encourage calls directly to the RightFiber hotline.

During our RightFiber construction, and after we begin providing services on the network, Ritter Communications endeavors to comply with all applicable City or County ordinances and state laws, and we work closely with local and state authorities to make sure we're aware of, and comply with, any specific requirements your municipality may have. If a resident's complaint is referred to us by City administration, it receives our full attention – just like complaints or concerns that come directly to us.

Neither Ritter Communications nor RightFiber is a regulated entity under the auspices of the State PSC, so that entity cannot address issues residents may bring to its attention. However, some of our services are regulated by the federal FCC, and there are also State PSC guidelines with which we comply (for example, access to regulated utility pole infrastructure). We request and receive permits in advance from the Army Corps of Engineers for river or stream crossings, and with the State's Department of Transportation for access to state highway rights-of-way.

**What will you see as construction begins?**

The first thing you may notice in your neighborhood are signs alerting the community to Ritter's intent to bring RightFiber to the neighborhood.

Construction will begin with a group of survey crews identifying a safe path for the fiber optic cables to go into the ground.

Once the path is identified and marked with washable spray paint and/or small yard flags, you will begin to see trucks and equipment come into the neighborhood. Trucks, small excavators, and directional boring machines are used to place 1.25-inch conduit duct into the ground. This conduit duct comes in several colors and will house and protect the delicate fiber optic cables and is kept on large circular reels.

You may also notice locator crews working in the area prior to construction beginning. These locator crews use sophisticated technology to mark unseen, underground services.

### **What can you expect during construction?**

Construction, in general, is loud, messy and sometimes frustrating. Ritter will do everything possible to make the construction process quick, smooth, and clean. Construction activity will be relegated to public easements in front or behind the homes which is determined by available space within the easement. Easements are owned by the city or state and are generally about fifteen feet wide.

You may notice holes dug around the neighborhood. These holes, called 'potholes', are used to expose existing customer services, such as water, gas or other communications. This allows drill crews to avoid causing damage to these services during construction. Potholes should be filled in within ten days of being opened and will be surrounded by caution tape, cones and orange fencing.

There will also be some holes that contain 'hand holes', which allow access to the fiber cable for installation. Hand holes are flush with the ground and vary in size. You might also notice a cabinet which will be above ground where fiber cables will connect and will service up to 256 customers.

While damages are avoided whenever possible, they do occur from time to time. Normally, these damages occur when a 'locate line' (placed by the locators) is not placed accurately causing the drill crews to damage existing services. Any time a damage occurs Ritter will make every effort to correct the damage immediately.

### **Why are there flags & spray paint in my yard?**

Rest assured, these are temporary markings during the construction phase. Those marks will let us know where other public utilities are located before we begin our work. Please keep all flags and markers in place as they are markers for underground utilities that we do not want to damage during our active construction.

### **How do I notify someone of my sprinkler system so it doesn't get damaged during construction?**

As we approach underground construction, we have a company visit each lot and perform a service called a "locate", which, as mentioned above, lets us know where there are existing public utilities. However, since the tubing used by sprinkler system lines is plastic, it cannot be located using the same method. So, we have no automatic or systematic way of knowing exactly where sprinkler system lines are located before we begin digging.

In the event we disturb either sprinkler lines or invisible fences during construction, our contractors have the ability to repair both. If homeowners

have any concerns about a sprinkler system or invisible fence having been damaged and not immediately repaired, they should call the RightFiber hotline number at 833.565.1994.

### **Why do I see heavy equipment and road congestion in my neighborhood during RightFiber network build?**

Road congestion can occur during the network build and depends on a number of factors and considerations. To minimize congestion, we try to: 1) inform neighborhood associations, in advance, of what the construction will entail; 2) send mailers to each resident letting them know what to expect (leading up to the beginning of the network build); 3) hold our internal construction crews and outside contractors to strict guidelines regarding construction; and 4) address any issues residents bring to our attention promptly. We take these steps – and others – very seriously to help keep residents and team members safe and minimize disruptions in your community.

A 100% fiber build is a construction-heavy, and often messy, project as we are bringing the most reliable network directly to your home. This means we must deploy fiber-optic cables for every inch of our RightFiber network. In some cases, we are able to attach the fiber-optic cables aerially to existing poles. In other cases, we bury the fiber-optic cable in underground conduit. Heavy equipment is required to install the fiber-optic cable underground in the least intrusive way.

### **What are the boxes going in the ground?**

These are boxes to access the fiber and connect individuals to our state-of-the-art fiber network.

## **Why does equipment block or disrupt neighborhood traffic?**

RightFiber is required to stay within the assigned, and city-permitted, build path while also protecting existing utility services. Sometimes this requires us to configure our equipment in such a way that it is unavoidable to temporarily block a street or disrupt traffic. This often happens when we need to build around a street-corner or bore under a street for a crossing. While this temporary traffic disruption can create a challenge for motorists, we try our best to minimize any inconvenience.

## **Why is there a lot of equipment left in my neighborhood overnight?**

RightFiber cannot operate efficiently – and thereby complete construction in a neighborhood in the least amount of time – if we remove all our equipment and supplies each evening and then reposition it again the following morning. That means you may see equipment and supplies in your neighborhood overnight so we can expedite our construction process.

What happens to my yard when you are done with construction?

Answer #1: As part of our Right by You® pledge, we will restore all disturbed property before we leave.

In the winter months, we will be unable to replace damaged grass as it's in a dormant state. In the spring, we will address any issues that could arise as a result of our construction.

Answer #2: After the construction phase is complete, our approach is to “leave things as we found them.” To deliver on our Right by You promise, RightFiber construction crews are required to repair lawns, flowerbeds, fences, and anything else disturbed during the network construction process.

Sometimes we are able to do that immediately, and in other instances, it makes more sense to complete all repair work after RightFiber construction is finished for the whole neighborhood. For example, where lawns are impacted, the repairs may not look great until average temperatures allow the grass seed or sod we have used to take root. RightFiber has a quality assurance team that will come back and revisit a neighborhood a few months after the network build to help ensure we made/make the repairs necessary to leave things as we found them.

### **What about cleanup?**

Ritter is committed to ensuring your neighborhood is just as beautiful when we are finished as when construction started. Cleanup will take place during the construction process and typically follows the crews by a few days.

One thing to note related to cleanup is the impact weather has on the cleanup process. The primary impact will come in the form of delays to the cleanup itself. Rest assured, Ritter is documenting all areas needing cleanup and will take care of the cleanup as weather allows.

What if you have questions or concerns during construction?

Ritter has set up a construction hotline (833-565-1994) to help anyone with questions or concerns. This number will connect you directly to a Ritter representative that can help you get in touch with the appropriate Ritter construction personnel to solve your concern or answer your questions.

**Once the RightFiber network is built and available to residents, what is your approach to service activation?**

Once the main construction is complete, customers can place orders for RightFiber service, and we construct those individual connections on a home-by-home basis. If we have several neighboring homeowners ordering fiber service at the same time, we try to group those installations to be most efficient and minimize the impact on the neighborhood.

You can enter your address and information through a form on our website to let us know of your interest in services. This is not a commitment to purchase. When services are complete and available, a RightFiber sales team member will reach out and discuss potential service options.

**RightFiber Hotline: 833.565.1994**

**To activate services or access customer support, call:**

**833-71RIGHT (833.717.4448)**

**[www.rightfiber.com](http://www.rightfiber.com)**