



# FIBER NETWORK INSTALLATION

## PHASE 1 INTEREST

Engineering and construction work together to design and build an underground fiber network in town. During this time, JULIE Locates, and excavations of public utilities occur within the public right-of-way, according to permit guidelines. Interested residents can submit a commitment-free interest form to receive service information and construction updates.

A directional boring machine is used to install conduit in the public right-of-way, acting as pathways for fiber-optic cable to be fed through at a later time. While this process can be disruptive, restoration plans are already in effect. Next, holes are dug to place “fiber vaults” along the public right-of-way, which is necessary to provide dedicated services to each home. After this process is complete, our crews will work diligently to clean the area, restoring it back to its original condition—weather permitting.

## PHASE 2 SIGN UP

A town enters the Sign-Up phase following vault installation and restoration. Residents may submit sign-up forms where they are able to select plans based on their data needs, without worrying about data caps or long-term contracts. If they aren't sure what kind of internet, television, and/or phone plan is right for them, they may email, use our website chat feature, or call our toll-free number to be advised by a live, local Conxxus team member

Once a sign-up form is submitted and validated, a fiber drop is scheduled. A JULIE ticket will be requested for utility line discovery, and a technician will bury a fiber line from the fiber vault to the resident's home. The plowing process from the fiber vault to each home is minimally invasive and will not require residents to be present

# PHASE 3 INSTALL

Once accounts are setup and services are selected, a customer is ready to move to the install phase and schedule their fiber service drop (customer does not need to be present) and installation of FTTH equipment (customer will need to be present).

Step 1 – Conxxus drop crew installs a fiber optic service drop which is connected to the Conxxus flowerpot (small round vault) in the right of way nearest the customer’s home. The crew then digs and uses a vibrational plow to push the service drop through their yard and to the marked point of entry on the customer’s house.

Step 2 – The service drop is spliced inside a small, protective enclosure installed on the outside of the customer’s home where the entry line comes into the house and terminates to our fiber equipment. The fiber installation technician then installs and tests the fiber-optic equipment and services, provides informational documentation, and trains the customer to use the services they have purchased.

For more information about construction  
contact: [ftthconstruction@conxxus.com](mailto:ftthconstruction@conxxus.com)

To resolve a construction concern,  
please submit a Construction Issue Form at  
[conxxus.com/construction-issue-form/](https://conxxus.com/construction-issue-form/)  
or call our **Restoration Hotline: 217-728-0003**

