

You'll soon enjoy a reliably fast fiber ethernet connection direct to your business, but first we want to walk you through the installation process, as it may require a bit more work than expected.

Some businesses are connected to the fiber network via existing underground conduit; others are connected via overhead wiring. However, in some cases, a new buried line from the street to your business may be required or an existing one replaced. To make this process as smooth as possible, we assign a dedicated project manager (PM) to every fiber ethernet installation project.

The Fiber Construction and Installation Process

1. Site visit

First your PM will schedule a site visit. At the site visit, our technician will determine if an underground fiber line must be installed or replaced. They may ask some basic questions about your property, such as:

- Do you have existing conduit or an approved pathway into the building?
- Does the MPOE (minimum point of entry) or DMARC have permanent power and backboard space for CPE (customer premise equipment)?

During the visit, please feel free to share any questions or concerns with your Ziplly Fiber technician. If necessary, the technician will submit a work order to either install or replace your underground fiber line.

2. Site survey

If construction is needed, your PM will schedule a site survey, where additional information will be gathered at your property. Temporary markings may be painted on the ground indicating the path that will be taken when placing the buried line. You don't need to be present for this visit unless access must be granted due to locked gates or other obstacles.



3. Underground utility locate request and markings

If applicable, Dig Safe (811) will notify any local utilities, such as electric and gas companies, so they can identify where their utility lines are buried using temporary flags, spray paint or chalk that will eventually wash away. This work must be completed to ensure that no utility lines are damaged during the digging process. If applicable, this process usually takes up to three business days.

4. Scheduling

Once the utility lines have been marked, your PM will work with you to schedule your new fiber line installation date.



5. Construction

We always do our best to install your new underground fiber line as quickly as possible. However, delays can be caused by:

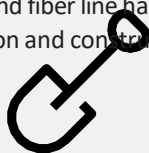
- **Permitting** – In some communities, we are required to apply for and receive a permit before we can replace the underground line, which can take from five to 30 days.
- **Weather** – Unpredictable weather conditions can sometimes prevent the digging required to bury your fiber line for up to a week. Extreme weather conditions, such as freezing or flooding, can result in even longer delays.

- **Underground utility locates** – All utilities must either mark their lines or let us know they have no lines where we're digging, which can sometimes cause delays.

- **Other issues** – Delays can also be caused by events that limit our access, or additional equipment needed to perform the work. In the event of a delay other than those listed above, our crew will contact you to explain the issue and provide an estimated date of completion.

6. Construction Completion

Once your new underground fiber line has been installed, any areas disturbed during excavation and construction will be restored.



7. Installation and provisioning

Your PM will coordinate for premise equipment installation and configuration. The work is usually completed in a day.



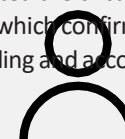
8. Ready for Service

When the circuit configuration is complete, you'll receive a ready-for-traffic email notification that your service is live and ready for testing and acceptance.



9. Installation Complete

Once you've officially accepted the circuit, you'll receive a Ziplly Fiber Service Acceptance Notice, which confirms acceptance and provides billing and account management contact details.



Questions or concerns? [Contact your dedicated Zply Fiber project manager.](#)