

FREQUENTLY ASKED QUESTIONS

Q. What will AT&T be doing?

*A. Placing a new high speed network, conduit, smaller pedestal terminals,
And flush to the ground water meter boxes.*

Q. Who will be working in the utility easements?

A. AT&T contractor Danella Construction-904-268-0361

Q. How will we know when they will start working?

A. Door hangers will be placed on your door 3 to 4 days prior to work commencing.

Q. What is on this door hanger?

*A. Important contact information for any questions during the project and any restoration
Issues you may have, including job number and restoration phone number is Danella
Construction*

Q. How will contractor/Danella Construction- 904-268-0361 be doing the work?

A. By trench and "stich" boring under driveways and sidewalk.

Q. Will this require removing sidewalks or cutting streets?

*A. No. All work will be within the utility easements of the community. No pavers, concrete or
asphalt will be disturbed.*

Q. Will heavy equipment be on my yard?

*A. The boring machine on a small trailer may be used in the utility easements of your yard.
BUT all track marks and or dead grass will be restored.*

Q. How will work area be left at the end of each work day?

*A. All areas not restored by end of day (weather permitting) will be safely secured with OSHA
required safety barriers, fences or cones.*

Q. Will AT&T/contractor guarantee all restorations?

A. Yes, ATT/ contractor will guarantee all restoration of disturbed area in your community.

Q. What is guaranteed in the restoration process?

A. Anything disturbed by the work, to include but not limited to, sprinkler lines/heads, Pavers, lifting or sinking, water main, sewer mains, sod, landscaping and removal of debris.

Q. What if I don't like how my yard was restored?

A. Call or email the contact number on your door hanger-Danella Construction- 904-268-0361

Q. How long will this project take?

A. Approximately 3 weeks, weather permitting.

Q. How soon will our community be able to subscribe to the new services?

A. Approximately 8-10 weeks after all of the installation is complete. AT&T will send notice as soon as service is available or you can look at AT&T.com for updates.

Q. What services will be available with this new high speed fiber optic equipment?

A. U-Verse with AT&T GigaPower, with blazing fast internet speeds of up to 1 Gbps.