

# Fiber To Every Home Initiative Update

September 16, 2024

Sustainable | Connected | Resilient



# **City Council Goal 1: Become the Most Connected Community in the US**

# Goal 1 – Current Status Overview

## **Project Implementation and Administration:**

- Monthly coordination call with altafiber's team
- Engineering is using consultant resources for permitting and inspection.
- Advertised pricing is equal to pricing advertised in the other Ohio markets.
- The first payment application from altafiber will be submitted at the end of the 3<sup>rd</sup> Quarter, 2024 and will include payment for the approximately 3,000 addressable locations released on September 13, 2024.

## **Communications and Marketing Activities:**

- Project landing page created (9,400+ page views).
- Over 2,700 residents signed up for updates from altafiber.
- 1,810 residents notified altafiber of having a dog fence and/or sprinkler.

## **Permitting and Construction:**

- Permits for the remainder of the 2024 construction period are being reviewed by Engineering staff. Once complete, 2025 permits will be reviewed.
- Field construction of Phase 1 is ongoing.
- Field marketing activities beginning; code enforcement has worked with altafiber regarding identification and solicitation policies

An aerial photograph of a city, likely Atlanta, with a semi-transparent green overlay. The image shows a dense urban landscape with various building footprints, roads, and green spaces. Several districts are labeled with white text and thin white lines pointing to specific areas. The labels include 'Perimeter Commerce District' in the upper left, 'Shier Rings TechFlex District' in the middle left, 'Metro Office District' in the center, 'Emerald Corporate District' in the upper right, 'Blazer Research District' in the lower right, and 'Bridge Street District' on the far right edge. The word 'COMMUNICATIONS' is prominently displayed in the center in a large, bold, white sans-serif font.

Perimeter Commerce District

Shier Rings TechFlex District

Metro Office District

Emerald Corporate District

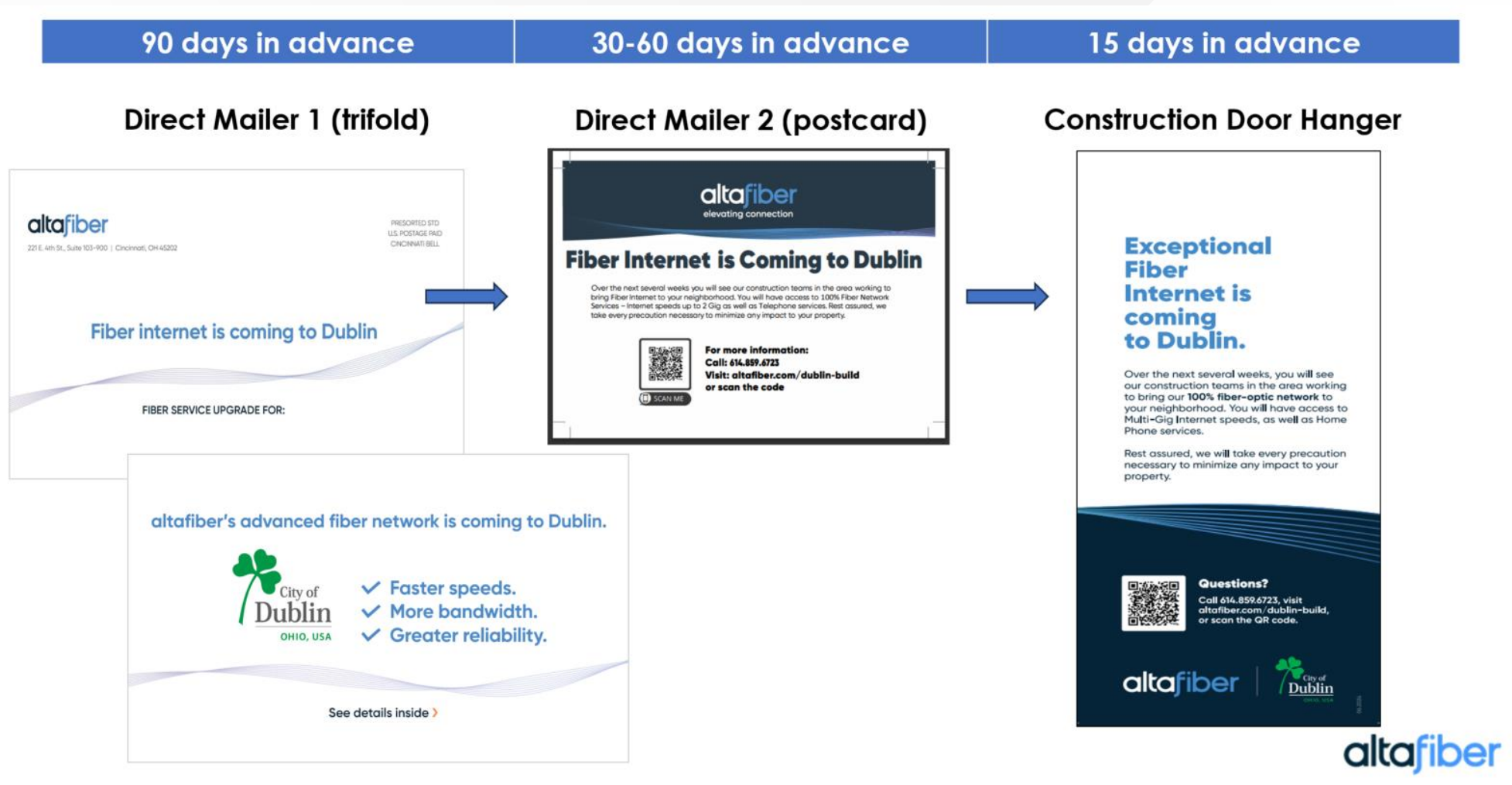
Bridge Street District

# COMMUNICATIONS

Blazer Research District




# Construction Communications – Proactive



# Construction Communications – Proactive (New & Upcoming)

## City Flyer (After Permit Approval)



### FIBER TO EVERY HOME PROJECT

#### DEAR DUBLIN RESIDENT

The City of Dublin is implementing an exciting initiative to provide access to reliable, ultra-fast fiber for all residents. This project will ensure that every premises in the city has access to multi-gig fiber, which helps meet the growing broadband demands of our community and supports Dublin's goal of being the most connected city in the nation.

City Council has approved an agreement with altafiber, the provider that was selected following a "Request for Proposal" (RFP) process.

Construction on the new network began in spring 2024 and is expected to be completed over three years. **Fiber installation will begin in your neighborhood soon.**

A door hanger will be delivered to your residence before construction begins in your neighborhood. Look for the notification from altafiber.

#### NEXT STEPS

- During the process, you should expect utility markings, boring and potholing, fiber placing and splicing, restoration and completion. Please visit [altafiber.com/dublin-build](https://altafiber.com/dublin-build) to learn more about what to expect during the construction process.
- altafiber is required to call in utility locates before beginning underground construction. However, utility markings are not foolproof. Accidental utility line cuts do happen, which could include brief service disruptions. In this case, affected residents would be notified by a representative in the field. The City will share information about sustained outages via Nextdoor.com. **Should you smell natural gas at any time, please leave the premises and call 911.**
- altafiber will operate the fiber network and will share details on product packages and rates toward the end of construction in your neighborhood. Residents have the choice of whether or not to utilize the fiber and will be able to select the package that best suits their needs.

## Yard Signs (15 days in advance)



### GET EXCITED!

Fiber services are coming to your neighborhood.



Questions? Call 614.859.6723, visit [altafiber.com/dublin-build](https://altafiber.com/dublin-build), or scan the QR code.

## Coming Up...

- Videos
- Podcast
- GoDublin



The image shows a mobile app interface with a green and white color scheme. At the top is a large green shield icon with a white shamrock and the text "GO DUBLIN OHIO • USA". Below this are six icons arranged in a 2x3 grid: a person running (Recreation), a bus (Dublin Connector), a fiber optic cable (altafiber), a newspaper (News), a video camera (Watch), and a location pin (Zoning Cases).

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The City has conducted various community surveys to determine residents' experiences with their internet service. The results showed a strong desire for improved access to higher internet speeds, lower service costs and better customer service. Dublin used this feedback to proactively address these vital connection needs.

#### WHAT YOU NEED TO KNOW

The City and altafiber are committed to communicating with residents every step of the way.

Work hours are 7 a.m. to 9 p.m. Monday through Saturday. Should you have questions about construction, please contact altafiber directly at 614.859.6723. (Press "1" for construction.)

Learn more about this project, find answers to frequently asked questions, sign up for updates and notify the team about an underground dog fence or irrigation system at [altafiber.com/dublin-build](https://altafiber.com/dublin-build).

Thank you for your patience as we work to provide this vital utility to all City of Dublin residents!

Sincerely,

Megan O'Callaghan  
City Manager  
City of Dublin

Jason Praeter  
President, Consumer/Small Business  
altafiber



## DublinOhioUSA.gov/ most-connected

- Current work status
- **Dublin Construction Hotline! (614.859.6723)**
- Fact sheet
- Podcast
- Links

## altafiber.com/dublin-build

- Sign up for updates
- Report irrigation or dog fence
- Construction timeline and pictures
- FAQs

- ❑ Neighborhood Leadership Weekly Email
- ❑ Social media (Dublin Drive)
- ❑ Dublin Life

## Fiber to Every Home

### Project Updates

#### Dublin and altafiber Partnering to Provide Complete Citywide Broadband Access

Dublin's Fiber to Every Home project is underway! [altafiber](#) crews began construction in April 2024, and the project will be completed over the next three years. The network will be constructed in several phases, beginning at the [Expedient](#) data center on Innovation Drive. As of September 13, residents in the first phase have access and may [request service](#)!

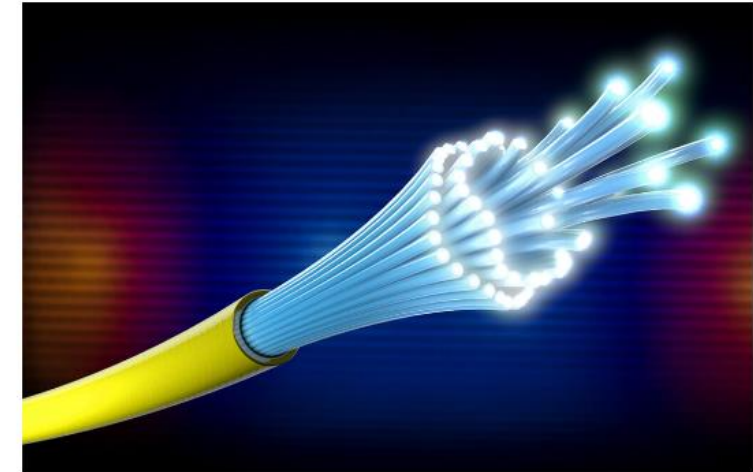
Residents will receive mailers and doorhangers from altafiber ahead of construction.

If you received a notification on your door, that means crews will be in your neighborhood in the next few weeks. Work hours are 7 a.m. to 9 p.m. Monday through Saturday. Should you have questions about construction, please contact altafiber directly at 614.859.6723. (Press "1" for construction concerns).

Please visit the [Dublin-altafiber landing page](#) to learn more about what to expect during the construction process.

#### Work Status:

- The [altafiber status map](#) includes details about current and upcoming project locations.
- Crews will be working to install fiber optic network lines in neighborhoods that surround these intersections.
  - Emerald Parkway and McDevitt Drive
  - Dublin Road and Brand Road



 Be the First to Know When Fiber is Available

#### Quick takes for residents:

- Dublin City Council has approved an agreement with altafiber to install a citywide fiber to the home network
- Construction is expected to begin in spring 2024 and be completed in three years
- Visit the [altafiber pre-construction page](#) for FAQs, to sign up for updates, and to notify altafiber about your invisible dog fence or irrigation system.
- Product packages and rates will be determined by altafiber.

#### Resources:

altafiber

# Communications – Responsive

## Pardon the interruption

We will make every effort to install this world-class amenity with minimal inconvenience to the residents, but underground utilities present some challenges.

In the event of a traffic impact or utility cut (electric, gas, cable):

- Crews in the field (direct notification)
- Email to HOA President
- Nextdoor posts



**City of Dublin** ✓  
Deputy Director of Communications & Marketing Aisling ... • 29 Jul • Edited ... X

A permit company struck a gas line in the area of 7310 Coventry Woods Drive. Washington Township Fire Department is onsite and Columbia Gas is onsite and repairs will be completed tonight.

We will update this post as more information becomes available.

**Gas Line Alert**



Posted to **Subscribers of City of Dublin** in 2 neighborhoods

♡ 💬 · 56 Impressions

🔖 ➦



# Communications – Responsive

## Construction questions & concerns

- altafiber Dublin Construction Hotline! (614.859.6723)
- [www.altafiber.com/dublin-build](http://www.altafiber.com/dublin-build)

## Contact the City

Requests for the City, such as plats or approved permits

- Submit a request through [GoDublin](#)
- Call 614.410.4400

## Construction Questions

For any additional questions regarding construction please enter your information below and include a summary of your question. Someone from our team will contact you by the next business day.

First name\*

Last name\*

Email\*

Phone number\*

Street address\*

City\*

State/Region\*

5-Digit Zip Code\*

Comments\*

Submit



An aerial photograph of a river flowing through a city. A bridge with three large arches spans the river. The surrounding area is a mix of dense green trees and urban development, including buildings and roads. The word "CONSTRUCTION" is overlaid in white text on the river.

**CONSTRUCTION**



# Construction Process

altafiber

residential

Internet

TV

Phone

Offers

Support

About Us

Residential

Business

Check Availability

Your Street Address \*

Apt / Unit

Email \*

GO

Fiber Internet is coming to Dublin

Pardon our dust while we are upgrading the Dublin area with fiber-optic technology.

If you received a notification on your door, our crews will be working in your neighborhood within the next few weeks. Work hours are from 7 a.m. to 9 p.m., Monday through Saturday. Crews will typically be on your property for just a day or two.

For questions or concerns related to construction, please call **614-859-6723**.

Do you have a sprinkler system or invisible dog fence? Please let us know by clicking **here!**

View our FAQs

Construction Timeline

Construction Notification

Preparation and Utilities Marked

Start of Construction

Placing and Splicing Fiber

Restoration

Construction Complete

Service Available

[www.altafiber.com/dublin-build](http://www.altafiber.com/dublin-build)

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# Construction Process



**Fiber optic boxes**



**Placing pull box**



**Placing seed for restoration**

Work hours are 7 a.m. to 9 p.m. Monday through Saturday.  
Should you have questions about construction, please call **614.859.6723**. (Press "1" for construction.)



# Construction Process



Fiber Distribution Hub (FDH)  
Approximately 90 to throughout the City



Final installed fiber optic pull boxes

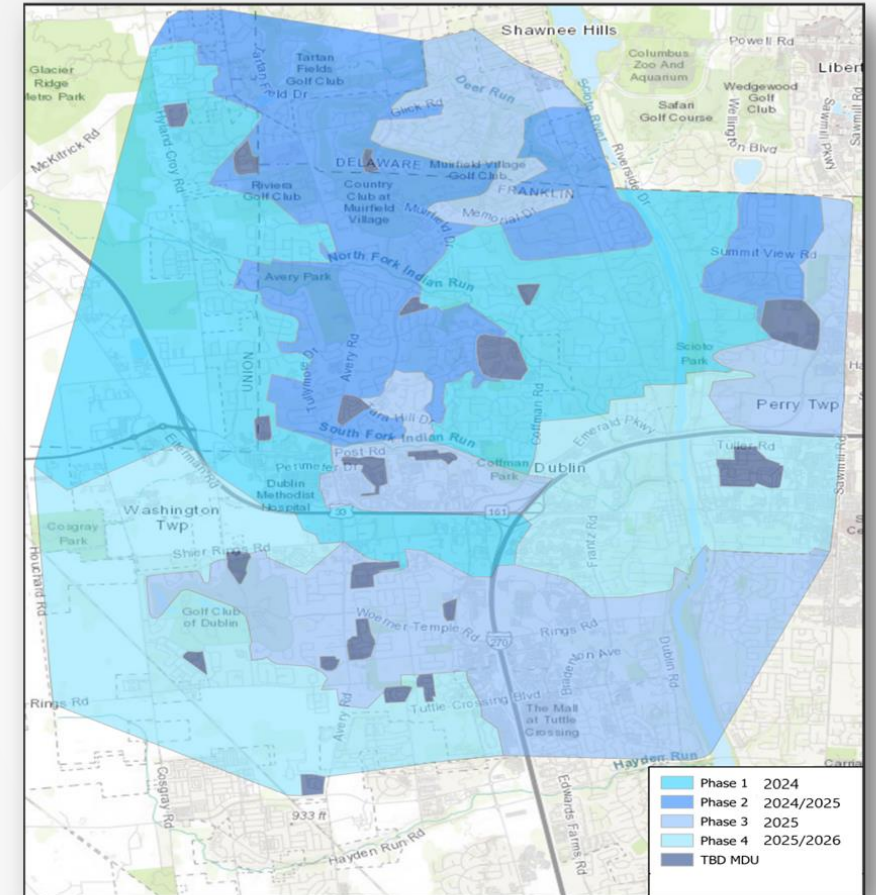
Work hours are 7 a.m. to 9 p.m. Monday through Saturday.  
Should you have questions about construction, please call **614.859.6723**. (Press "1" for construction.)



# Goal 1 – Next Steps

## Phasing:

- The construction of altafiber's network will take place in four phases with construction taking place between April and October of each of the next three years. Phase 1 construction began in April of 2024.

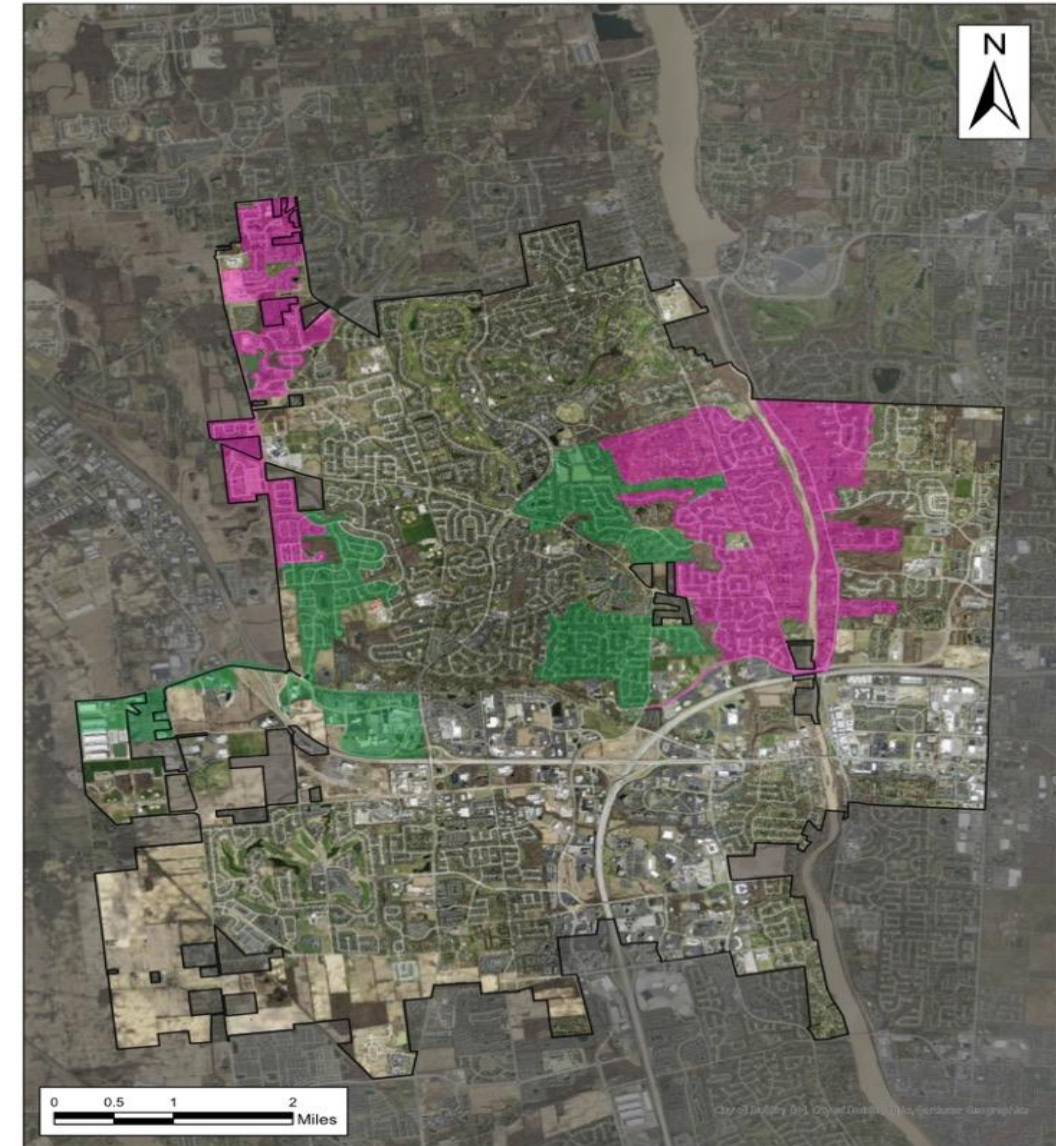




# Goal 1 – Next Steps

## Progress:

- The first release of roughly 3,000 services to customers will occur September 13, 2024.



altafiber Permits

PermitStatus

- Active
- Boring Complete

Date Exported: 8/29/2024 12:50



# Connect Dublin – Fiber Splice and STEM Family Fun Day



A grayscale photograph of a woman with glasses and a dark blazer, pointing her right hand at a large digital screen. The screen displays a technical diagram of a wind farm, showing the layout of turbines and associated infrastructure. The background is a blurred office or control room environment with various panels and lights. The word "QUESTIONS" is overlaid in white, bold, sans-serif capital letters in the center of the image.

**QUESTIONS**