

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 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.



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.

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





EVERYTHING GROWS HERE.