

## FREQUENTLY ASKED QUESTIONS

**Q. What work will AT&T be doing?**

A. Placing a new high speed network, conduit/fiber cable below ground and water meter sized boxes / hand holes both flush to ground.

**Q. Who do I contact if I need restoration in my yard?**

A. Call the phone number on the door hanger: Blue Streak Construction 1-800-869-1615 or email at: [customerservice@bluestreakllc.com](mailto:customerservice@bluestreakllc.com)

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

A. Door hangers will be placed on resident's door 3 to 5 days prior to work commencing.

**Q. What information is on this door hanger?**

A. Important contact information for any questions during the project and any restoration issues you may have. Restoration phone number for Blue Streak Construction LLC is: 1-800-869-1615, email: [customerservice@bluestreakllc.com](mailto:customerservice@bluestreakllc.com)

**Q. How will contractor Bluestreak LLC be doing the work?**

A. By limited trench (digging) and "stich" boring under driveways and sidewalk.

**Q. Will this work require removing sidewalks or cutting streets?**

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

**Q. Will heavy equipment be in my yard?**

A. The boring machine on a small trailer may be used in the utility easements of your yard, as well as a cable reel at limited locations while placing cable for a very short amount of time. 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 safety barriers, fences or cones.

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

A. An AT&T contractor will promptly repair and restore all areas that are disturbed as a result of the installation to substantially the same or better condition that they were prior to the installation.

**Q. How soon will our community be able to subscribe to the new AT&T services?**

A. Approximately 10-14 weeks after the installation is complete. You can check [AT&T.com](http://AT&T.com) for updates.