

FIBER OPTIC

INSTALLATION PROCESS

*Light
Speed* 

OUR PROCESS

- **STEP 1** PROJECT SCOPE AND INITIAL PLANNING.
- **STEP 2** SIGN-UP REGISTRATION AND ROUTE PLANNING FOR UPCOMING SERVICES.
- **STEP 3** PLACING FIBER OPTIC CABLES INTO THE GROUND FOR THE MAIN FRAME.
- **STEP 4** INSTALLATION OF SPURS AND LEADS OFF OF THE MAIN INFRASTRUCTURE
- **STEP 5** PLANNING AND RUNNING THE NETWORK CONNECTIONS TO YOUR ADDRESS.
- **STEP 6** FINAL SPLICING AND TESTING OF THE NETWORK CONNECTIONS.
- **STEP 7** TURNING ON SERVICES TO COMPLETED INFRASTRUCTURE ROUTES.

What's happening While You Wait?

Our goal at LightSpeed is to bring you the fastest, most reliable fiber network as quickly as possible. However, there is a lot of planning and work that needs to take place before we can connect addresses to our expanded infrastructure.

It can seem like progress is slow when you're waiting for something and we promise our fiber optic infrastructure will be worth the wait. This flyer offers an overview of the preparation and planning that takes place to ensure the best network available .

The majority of initial timing comes down to the main infrastructure. We are running brand new fiber mainlines, hardware, huts, and network electronics to bring fiber to our rural expansions. Additionally, we cannot use any pre-existing communications paths of traditional telephone or cable communication lines.

For an overview of the stages our projects require, please refer to the back of this flyer for more details and descriptions of each phase to completion.

THE PROCESS YOU CAN EXPECT

Below explains our construction process between the time you sign up and the time we install LightSpeed at your location.

Initial Sign-Up Phase.

During this initial project phase you will complete fiber drop construction application form and submit drop payment. Having your application prior to construction allows LightSpeed crews to be most efficient during the construction phase.

Potential Hidden Utilities.

Before we can run our boring machines or trenchers, we first must figure out where the existing underground utilities are—wires, propane, pipes or water lines. Before we start construction, you may see colored markings on nearby sidewalks, streets, or even on your grass. Those are locating marks to help us lay the fiber optics in the ground at the proper locations and paths.

Building The Network Takes Time.

The process of building our gigabit fiber network takes a considerable amount of time to map and place the fiber. Consider how many miles of streets are just in your local neighborhood? We spend many hours developing a construction plan for your community and need to work closely with local authorities on permitting and other requirements.

Sometimes you may see our crew laying fiber close to your address it may seem like we should be able to install services quickly. What you are seeing may be a “dark” fiber. Meaning that there is currently no signal, or light, being transmitted and it could still be weeks or months before services are available in this network area.

Construction Can Be Disruptive.

Most construction work is disruptive in some way. LightSpeed attempts to minimize disruption of property as much as possible. We will perform restoration work along the roadways AFTER the project is complete to minimize the amount of times an area needs to be visited.

A Friends Address May Be Installed Before Yours.

Occasionally, some homes on a street don't get installed until weeks or months after the rest of the street is installed. Although this can be confusing, there are a couple of reasons this may happen. Property access, installation differences, irrigation, pre-existing underground services, and unforeseen circumstances can arise. We wish we could prepare for every unexpected obstacle, however sometimes there are unique instances that can delay our timeframe for a service address.

On-Site Construction Fiber Drop.

One of the final stages is connecting a fiber drop to your home. We'll terminate the drop cable inside a small box on an outside wall of your address. Once this is complete, you're ready to have the final service connections installed. Please note you may have a fiber drop for some time before we schedule your in-home installation. No need to worry as our crews work strategically through different areas maximizing the time they spend on each road, and will complete the connections when the remaining route is completed.

The Final Splicing & Testing of the Network.

The last stage of installation is the splicing of the network at your address and confirming the connection to our network. After this stage is complete, we will call you to schedule an installation of services.

We Strive for Efficiency.

Although we follow an efficient processes, there are some things can slow us down that may be out of our control. Generally, we still work outside when the weather is poor, however, nearly everything stops in severe or freezing weather. Additionally, our timing and schedule may be limited to construction permits and local requirements.

Please note that we build all projects with a strategic deployment of resources. Rather than having to go from Street #1 to Street #2, we may build Street #7 and then #12 and then #22 and connect them as we get adjacent streets completed. This process, although seems confusing, helps us to keep moving forward, keeps our crews working and makes the entire project go as quickly as possible.