



# Bury Drop FAQ

At homes that have never had Midco® services before, we most often lay temporary service lines above ground. Our goal is to avoid that and get a permanent service line installed from Midco's fiber network to your home and buried as soon as possible.

## Why do you want to lay a service line when services aren't available yet?

The weather is our biggest concern. We want to get as many addresses service ready while we have construction crews working in the area.

There is no obligation to get Midco services. However, if you do decide to go with Midco, completing this service line installation ahead of time will avoid needing a temporary line running above ground on your property through the colder months.

## What can I expect after confirming I'd like a Midco service line installed to my home?

A contractor will contact the homeowner a week in advance of their scheduled service line installation. Certain factors may affect this installation, including:

- The ground must be dry.
- Outdoor pets must be secured.
- Gates and fences must be unlocked.
- The property must be marked and flagged to show the proposed installation route and the location of underground utilities.
  - The contractor will be responsible for marking underground utilities. Please do not remove any of the flags or paint marks, as this can potentially cause confusion or unsafe conditions.
  - Homeowners are responsible for marking any personal utilities, such as underground pet fences, sprinkler systems or private underground electric wiring to other structures.

Our contractors will make sure to minimize any impact to your landscaping and lawn. Once they've completed their work, they will make every effort to restore your property to as close to pre-installation condition as possible.

## If I have questions or would like to schedule a service line installation, who should I contact?

Call 1.800.888.1300. Press Option 1, and then Option 3 for a service line request or concern. Our team will contact you as soon as possible.