

Verizon FiOS FAQs

1. What is Verizon FiOS internet service?

Verizon FiOS Internet Service is a broadband service designed to provide access with maximum connection of up to 50 Mbps or 30 Mbps downstream and 20 Mbps or 5Mbps upstream, depending on where you live. FiOS is provided on state-of-the-art fiber-optic network. The consumer packages include a standard suite of services including access to newsgroups, up to 9 verizon.net email accounts, online services and 10MB of personal Web space. Optional services are also available for a fee.

Connection speeds are between you location and the Verizon central office serving your location. Actual download and upload speeds will vary based on numerous factors, such as the condition of wiring at you location, computer configuration, Internet and network congestion, and the speed of website servers you access, among other factors. Speed and uninterrupted use of the service are not guaranteed. Where higher upstream speeds are available, a hard wired connection is required to achieve maximum upstream speeds.

2. Are you going to cut through asphalt driveways or dig under them?

Verizon bores under the driveways whenever possible. Only when blockage prevents boring will Verizon cut driveways.

3. How many feet from the sidewalk will the ditch be dug?

It will depend upon where the other utilities are. Verizon has to keep 2' separation for all other utilities. Verizon's contractors try to keep the digging as close to the sidewalk as possible so the infringement upon the homeowner's lawn is as minimal as possible.

4. How can you alleviate concerns about mature tree roots being cut in the process since some are planted 4 or 5 ft from the sidewalk?

The Verizon contractor will miss 3' to 4' away from the tree trunk and miss 3' under the tree roots. This is another reason for a 10' easement, so that Verizon has room to negotiate around obstacles such as tree roots, underground wiring, and sprinkler systems.

5. How long will it take to install FiOS in the easement?

Approximately 2-3 weeks from the start of digging.

6. How long will it take to restore the property back to the original condition and will it be done immediately?

It will be done immediately unless it is winter, then the contractor does what he can do as an initial restoration. The customer will then be placed on a list for a follow up visit in the Spring when a full restoration can take place.

7. What if mature trees are located in the easement area and how are such areas restored?

The Verizon contractor will work around mature trees and will dig 3' under the roots to minimize impact on the root system.

8. What is done in areas with underground sprinkler systems and how are such areas restored?

Verizon will give a two week door hanger notice prior to digging. Verizon requests that during this time, homeowners have their sprinkler system marked by the company that installed it. If the sprinkler system is damaged during the digging and installation process, it will be repaired by the Verizon contractor and the area restored back to the original condition.

9. What is the timeline for completing the construction on any given property and restoring the property to the original condition?

Verizon is looking at completing the Sterling wire center by the end of July. All property should be restored to its original condition by this time and that restoration is guaranteed for a year with the Verizon contract company.

10. If construction on the easement is needed in the future, will the same criteria regarding construction duration and restoration apply?

Yes.

11. Has the association attorney reviewed the easement?

Yes. The attorney has also determined that the Board, under the documents, has the authority to execute such an easement on your private property.

12. Where will the easement go on pipestem properties?

If there is only one house on the pipestem, the easement will be at the bottom of the driveway. If there is more than one house on the pipestem, the easement will be 10' on each side of the driveway. Once the easement is executed, we will post the plats on the Cascades website and you will be able to see where the easement will be located on your pipestem property.