



Deercreek Network Installation Communication

I would like to be the first to welcome you to 'The Fiberhood'! My name is Brook Pell, I am the Community Development Manager for IQ Fiber.

Below is a brief rundown of what you should expect from the installation of our 100% Fiber-optic network in your community.

- The first thing you will notice in your community will be white water-soluble paint markings along the street to indicate where we are placing the underground infrastructure.
- Your local utility companies will send their locators out to mark existing utilities. They do this with flags and water-soluble colored paint, so our crews know where your utilities are located.
- Once you see the flags begin to appear, that is a good indicator that construction will begin soon.
- IQ Fiber has provided flags to mark irrigation lines or invisible dog fences **near** the street or sidewalk. You do not need to flag your entire yard. The flags are available to pick up near the Guard House in a mailbox. Once you begin to see utility locate flags appear on your street, please feel free to pick up a few flags to mark your lawn. Typically, you will need 4-6 flags for your property. Marking near the sprinkler heads is the easiest.
- You will receive an informational construction door tag on your front door 24-72 hours in advance of construction commencing.
- There are several phases to building our network. The first phase (active construction) is placing the conduit 18"-36" underground. Underground access vaults will be placed in the easement flush with the ground. The second phase will be pulling the fiber lines through the conduit that was installed, and the third phase will be splicing the fiber lines. You can watch a brief construction video by clicking [HERE](#)
- There will be conduit (orange plastic pipe) that will be run underground. As the crews are placing the conduit please be mindful of it. Do not attempt to jump over or ride over it with a bicycle. The crews can move it if necessary.
- Once the crew has completed construction, please water (with a hose if possible) any sod that may have been disturbed for 1-2 weeks after to help it regenerate.
- Please give the sod 4-6 weeks after construction is completed to regenerate. If it does not, please reach out to your Construction Coordinator.
- **During network construction**, should an issue arise, you have several ways to report the issue so we can address it in a timely manner:
 - Construction Coordinator: Elyse Goode – (904) 832-5114 or Elyse.Goode@iqfiber.com
 - Submit a Construction Ticket online: [CLICK HERE](#)
- If you have questions about our service options, you have several ways to gather the info you need:
 - [Visit our website](#)
 - Reach out to Brandon Cannady at (904) 776-7120 or Brandon.Cannady@iqfiber.com
 - Call our Customer Service Team at (904) 289-1000. They are happy to answer any questions you may have.

A Construction Informational Tent will be located near the Playground/Tennis Courts every Mon. & Fri. 8am-12pm & Wed. 2pm-6pm during installation – They will have locate flags on hand.

We are excited to be bringing our 100% fiber-optic network into your community!

[Brook Pell](#)

Community Development Manager