



A Smarter Internet Choice

Installation Communication

I would like to be the first to welcome you to the Fiberhood! My name is MaryBeth Beaver and I am the local Community Development Manager in 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. This is marked with flags and water-soluble paint, so our crews know where your utilities are located.
- Once you see the flags begin to appear, construction will begin soon.
- You will receive a 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 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](#)

Any construction issues requiring attention can be reported by contacting the following:

- Customer Care 904-289-1000
 - Construction Coordinator Eric Dorris 904-799-3009
 - IQ Fiber Website [Click Here](#)
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- 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.
 - If you are interested in becoming a customer, you have several ways to do so:
 - Visit our website, enter your information and you will be contacted when we are close to going live: [CLICK HERE](#)
 - Call our Customer Service Team and they will take your information so you can be contacted when we are close to going live: (904) 289-1000

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

MaryBeth Beaver
Community Development Manager
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