

## Why are fiber optic internet providers installing cables in my neighborhood?

Fiber optic internet connections are fast and reliable, transmitting information across the internet at the speed of light. Cables connecting homes to the fiber optic network must be buried deeply underground to prevent damage.

Internet access has become an essential utility, and private internet providers are installing fiber cables throughout Seminole County as customer demand for fast fiber connections increases. When construction is complete, customers can opt to join the network.

Unfortunately, fiber cable installation, like any kind of construction, can be messy.

## What is a right of way, and why are crews using it for construction?

Fiber optic cables are being installed in public right of ways (ROWs). Similar to easements, ROWs refer to specific areas of property, often along the curbside, that belong to the public for the installation and maintenance of public utilities, such as water and sewer lines, or in this case, internet cables.

Though it may seem like crews are digging in your front yard, they are technically working on utility ROWs. Seminole County issues Utility ROW permits to these private companies; however, the County does not manage the work they are doing. The County issues Utility ROW permits to fiber optic installation companies that adhere to the U.S. Telecommunications Act of 1996.

## What should I do at home to prepare for this process?

Follow guidelines provided by the installers. Mark your sprinkler systems or other utilities and provide easy access to the installation area, making sure it is free of obstacles. Take photos or notes of your property's existing conditions before installation. Keep children and pets away from the construction. If you have concerns, please contact the provider ahead of time.

## Crews have damaged a water line, sewer line, internet cable, or other public utility during this process. What should I do?

Crews should be following best practices to minimize damage. In many older Seminole County neighborhoods, other utilities are deeply underground and are not well-marked, so accidents may happen.

Be prepared for brief interruptions to your services and report outages to your service provider. After reporting the outage to your utility provider, please also report the information to Seminole County at 407-665-0000 or CitizenEngagementCenter@seminolecountyfl.gov.

## Crews have damaged my personal property. What should I do?

Report damages to personal property to the fiber optic cable installer (see below). During the dry season, it may be helpful to water the disturbed part of the lawn. After reporting the personal property damage to the installer, please also report the information to Seminole County at 407-665-0000 or CitizenEngagementCenter@seminolecountyfl.gov.

## Why are multiple fiber optic companies installing in my neighborhood?

Internet access has become an essential utility, and private internet providers are installing fiber cables throughout Seminole County as customer demand for fast fiber connections increases.

Seminole County cannot restrict telecommunications firms requests for ROW utilization permits without good cause. Section 253 of the U.S. Telecommunications Act of 1996 gives the Federal Communications Commission (FCC) authority to preempt enforcement of any state or local government action that may inhibit the ability of an entity to compete effectively in providing telecommunications services.

Florida Statute 337.401 regulates the use of right-of-way for utilities. Under this law:

- The County does not have the authority to impose a blanket prohibition on a communication service provider using the public right-of-way
- The County may adopt rules or regulations governing the placement or maintenance of communications facilities in the public right-of-way
- Any such rule or regulation is required to treat communications providers in a nondiscriminatory and competitively neutral manner – i.e. the County may not prohibit one provider and allow another
- Any such rule or regulation must be related to the placement or maintenance of facilities, must be reasonable and nondiscriminatory, and may include only those matters necessary to manage the roads or rights-of-way of the County

## Contractor Contact Information

### WOW! Fiber Internet

[www.wowway.com](http://www.wowway.com) 321-233-2236

[cfl.construction@wowinc.com](mailto:cfl.construction@wowinc.com)

### Metronet

[www.metronet.com/cct/altamonte-springs-florida](http://www.metronet.com/cct/altamonte-springs-florida)

877-386-3876 [customer\\_service@metronet.com](mailto:customer_service@metronet.com)