

Comcast – Xfinity common questions.

1. **Q:** Are you using conduit – what color lines? –

A: Orange conduits in the main trench and orange conduits to the customer premise. The only visible conduit should be at the customer premise, after installation has been completed.

2. **Q:** Are you using fiber optics – are there colors of the lines associated with this? –

A: This is 100% Fiber Optic from Comcast central office to the customer premise. All fiber optic lines are black in color, and these lines should only be visible at the customer premise.

3. **Q:** Why are the mark outs not working and there are outages? –

A: We have a 2' foot tolerance on either side of the mark-out to start digging, we've been adhering to that and starting at 3' off center. Now moving forward, when possible, we are going to start digging at 4' to either side of the mark-out to attempt avoiding further outages. The mark-out company has been notified of the issues and they are working closely with their field representatives to remedy this issue.

4. **Q:** Will all pedestals (is that what you call them) be replaced with vaults? –

A: Yes, every location that is servicing houses will be flush mounted in vaults. The only exceptions are 2ea gray power supply's that are already in place and 6ea Node Pedestals that not within properties eye sights and they are called out in the attached print.

5. **Q:** Will you be restoring all damage to the properties including the 5-foot area? – **A:** Yes.

6. **Q:** What is the rationale for your running the lines for access to the homes as some are in different locations on the houses? – **A:** Construction is placing all drop conduits and drops to the Power meter location at each residence.