

Frontier Communications is installing fiber to homes in the Brunswick community. They have the right to be in the utility easement or any other easement they may have from years past, such as in your backyard. They may also ask the residents for a working agreement to work outside of the easement on private property. Easements vary in size. The general utility easement in front of your home runs between 10' – 12'. They are to place door hangers with information at least 4-7 days in advance of work. The door hangers are to include outlines of what to expect, contact information, and a QR code to gather questions or concerns from the residents.

Driveways are not to be blocked, however, if they must be blocked for a specific reason, Frontier is to notify the homeowner 24-72 hours prior. This is anticipated to be a rare issue. If they block a driveway without permission or advance notice, the residents are to call the Brunswick Hills Police Department.

All concerns and complaints are to be communicated to Frontier directly:

- Phone: 855-266-5649
- Phone: 330-721-3927
- Email: FTRQACentral@ftr.com
- Website: ftr.com/fiberconstruction

Upon completion of the install, Frontier expects to begin yard repair within one to two weeks. The weather and ground saturation may delay the repair slightly. Please note that the utility company is only responsible for repairing grass lawns with soil, seeds, and straw. If there is any vegetation other than grass within the right of way, the utility company is not responsible to restore, however, they may choose to restore it, it is their choice. Should the utility have an easement in your backyard, that they will be using, they have the right to remove fencing or other items. They are not responsible for replacing the fencing or other structures. Easements are meant to be free of obstacles, structures and other impediments.