



Resident Fiber Q&A

PRE-REGISTRATION

How do I pre-register?

Visit lehi.fibertomycity.com and enter your address.

Is there a commitment to pre-register? Do I need to pay anything to pre-register?

No, there is no commitment or cost to pre-register for the network.

Why should I pre-register?

Pre-registration feedback will be monitored and considered an important factor in developing the construction schedule throughout the project.

TIMELINE SPECIFICS

When will the design be complete?

Final Design is expected to be complete around the end of 2023. However, Final Design of individual zones will be completed on a rolling basis. The first zone is expected to be completely designed in fall 2022.

When will fiber start going into the ground?

Fiber conduit will start going into the ground for the main fiber shelters and transport routes in fall 2022.

When will the first customers be connected?

We expect the first customers to be connected by spring 2023; however, the construction schedule is currently being developed. Specific dates for zone buildouts and customer connections will be released as the schedule develops.

CONSTRUCTION INFORMATION

Where will construction start?

Construction will first begin in areas within the city where fiber transport routes are required to establish the start of the network. On an ongoing basis, priority will be determined by many factors – one of which is the demand exhibited by residents. The City launched a website where residents can express their interest in a fiber connection and receive project updates. This feedback will be monitored and considered an important factor in developing the construction schedule moving forward.

When will construction be complete?

Construction of the network is expected to take three years once it begins.

When will the first zone be announced?

The construction schedule is currently being developed. The initial zone will be announced as soon as details are finalized.

How can I sign up for fiber project updates?

To sign up for updates regarding the fiber project, go to engagelehi.org/lehifiber. Then input your email address on the righthand side under "Stay Informed."

Will residents automatically have fiber run directly to their home or do they have to sign up? Is there a cost?

Fiber will run in front of every home. However, if residents want to be connected to the network, they will have to sign up. Residents who sign up during construction will not be charged for the connection.

How much will residents be charged to connect to the network once it's built, if they didn't sign up to have fiber run to their home during the initial construction?

There is no cost for a fiber connection during the time when initial construction is taking place. Residents will have the option to sign up for fiber connection after initial construction; however, there may be an additional fee for residents and businesses who choose to wait. The City is still determining what these charges might be but it is strongly encouraged that residents subscribe to the network at the time of initial construction in order to avoid these potential fees.

SERVICE EXPECTATIONS

Who manages the pricing of the service?

The pricing will have two parts to it. One portion is determined by the City and Network Operator (STRATA Networks) and the other portion is determined by the Internet Service Providers (ISPs). The first portion includes the city bond payment along with STRATA's operator fees. The second portion is determined by which ISP the customer selects.

Which Internet Service Providers will be on the network?

At the Lehi Fiber Groundbreaking Ceremony, Mayor Johnson announced the Internet Service Providers (ISP) that will be working with Lehi Fiber pending contract negotiations. Residents will have multiple options and will be able to choose the best internet service provider for their situation. The ISPs include Beehive Broadband, CentraCom, Intellipop, SumoFiber, and XMission.

How much will it cost to sign up for service on the City's network?

The cost for service is still being determined but prices and speeds will be competitive with other providers.

Will residents who use landlines be able to use the fiber network?

Yes, residents who use landlines will have the opportunity to have fiber run to their home if they choose.

How is the connection terminated at the home?

Fiber optic cable will be terminated inside the home/business and connected to an Optical Network Terminal (ONT). Customers or providers will then connect a router/gateway/firewall/Wi-Fi access point to that device to distribute service throughout the location.

What will the homeowner need to provide on the interior of their home and who is responsible for that work?

The home/business owner will need to provide a router/gateway/firewall/Wi-Fi access point which will connect to the Optical Network Terminal (ONT) and distribute service throughout the location. This may be something that the customer can purchase themselves or may be provided by their selected ISP.

Who is responsible for maintenance in the easement and outside the easement?

Lehi City will own the fiber network. With the help of the selected contractor, the City will also operate and provide the necessary maintenance for the fiber network.

How will the fee structure work in the utility bills?

Customers will be billed directly by the ISPs for all charges in one bill. The City will not directly invoice individual subscribers. Fees will be remitted to the City through wholesale arrangements with the ISPs.

How competitive will the city ISPs be with those ISPs that have chosen not to participate?

The City will ensure that speeds and prices on the City network will be competitive with other ISPs in the market.