



Fiber Network FAQ

GENERAL QUESTIONS

Is Fiber available in my neighborhood?

We are opening new Zones every week, to find out if your neighborhood has been opened for access to the Fiber Network, please call out Fiber Hotline at (385) 201-1045 or set up a text chat on our website at Lehi-UT.gov/fiber.

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."

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.

What is the process to get connected?

If you pre-registered on our website, you may be contacted by our ISPs once your area becomes available; otherwise, you can reach out to the provider of your choice (from our list of ISPs) and they will initiate the installation process at your home/facility.

What does the install process look like?

This can vary a little bit depending on your specific situation, but typically a representative from Strata will meet with the homeowner to assess the property and discuss a plan for bringing fiber to the home. Visit our website at Lehi-UT.gov/fiber for a more detailed description of the install process.

How do I report issues?

Any construction or install related issues can be reported via phone call to our Fiber Hotline at (385) 201-1045 or webchat on the Lehi City website at Lehi-UT.gov/fiber.

Any connectivity or network issues should be reported directly to your Internet Service Provider (ISP).

CONSTRUCTION QUESTIONS

When will construction be complete?

We anticipate the bulk of construction to be complete by mid-August of 2025. From that point all residents within the service area should be able to request access to the Fiber network through one of our ISPs.

You may still see our contractors out and about beyond this date as they will be dispatched on a case-by-case basis to perform home and business installations.

Construction looks like it is complete, but equipment was left behind. What do I do?

For any concerns with construction on or around your property, please contact our Fiber Hotline at (385) 201-1045 or set up a text chat on our website at Lehi-UT.gov/fiber.

**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 ISP should I select?

Our network features five internet service providers: Sumo, Beehive, CentraCom, XMission, and Intellipop. The best choice for you will depend on your specific needs. To learn more about each provider and find their contact information, visit lehifibernetwork.gov.

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.

What pricing and plan options are available on the Fiber Network?

Pricing and speeds can vary depending on the ISP you choose, but a summary of what you can expect is listed below, and can also be found on our website at [Lehi-UT.gov/fiber](https://lehi.ut.gov/fiber).