

Whitney Oaks/Springfield AT&T Fiber frequently asked questions

Why is AT&T doing construction in my neighborhood, what is the process?

They are building a fiber network that will deliver fast internet speeds up to 1.0 GB/s. A fiber project starts with a survey or evaluation for construction. Next, crews will mark utilities and then route the fiber along streets using existing paths, conduit or new micro-trenching. The fiber is then connected to “Nodes” or hubs which can be new or the current green pedestals. Finally, when a resident orders AT&T fiber service, fiber is ran to the residence.

What is AT&T Fiber?

AT&T Fiber is the technology and network that powers the fastest internet plans that AT&T offers. Fiber optic cable can send larger amounts of information or “data” at higher speeds over longer distances than copper cable.

What if I already have Cable or Wireless broadband Internet service?

First, it's important to remember that AT&T fiber is only an option to several methods of delivering Internet Broadband service to your residence. If your existing service meets your expectations, there may be no reason to change.

What are the benefits of a fiber connection?

As you connect more devices to the internet, you'll need higher bandwidth (or capacity) to use all of your devices at once without sacrificing speed. People sometimes want to connect TVs, laptops, smartphones, game consoles, tablets, printers, home security systems, and more—all at the same time. Fast broadband internet speed allows you to use all these devices at once with faster download and upload times.

How will the AT&T fiber upgrade impact me?

The process is designed to avoid any interruption of your existing services, regardless of your provider. Service vehicles will be working in and around your yard in order to lay the fiber to provide service capability to the entire area. AT&T is committed to restoring each yard impacted to its original state.

When will AT&T fiber be available in my neighborhood? What is the construction schedule?

Crews may work in multiple areas at once during different phases of the fiber project. Timelines depend on the size of the neighborhood, terrain, and existing infrastructure. Disruption to the community will be minimized.

If I have more questions or who should call?

There will be updated information at our monthly Open Meetings or check with Dawn Scott the Whitney Oaks Association Manager at: 916-985-3633 Extension 5126

I already have AT&T Phone (Landline) or DSL Internet Service, how will this affect my plan?

If you have an AT&T phone landline (Plain Old Fashion Telephone) or DSL service you will be not be upgraded to AT&T fiber service. Your existing service will not be impacted. This will allow you to use your existing telephone equipment (including Medical Service Monitors) until you decide to upgrade to a fiber plan. Wireless cell phone plans will not be affected.

I already have a AT&T DSL/ADSL Broadband plan, what will be the implications?

If you have a AT&T DSL/ADSL Broadband plan, you will not be upgraded to AT&T fiber service automatically. This will not affect any of your streaming services.

Why is AT&T going through my yard – I don't subscribe/want the service.

AT&T is creating a fiber network throughout the neighborhood, so people who want to sign up for service may do so. As with other utilities, the goal is to make it as widely accessible as possible, although there is no requirement for any home sign up for service. The infrastructure for this service will be placed in your yard in order to provide connectivity to the entire service area.

I see construction and utility workers in my yard. Are they allowed to be there?

Yes. AT&T has permission and permits to build their fiber network. Like other utility companies, AT&T can access the right of way, which extends across streets from sidewalk to sidewalk, and easement areas, typically located along the street, the sidewalk, the rear lot line, or between two lots. Utility companies use easements to construct and maintain overhead and underground lines. If your easement is within a fenced area of your property, AT&T will need access to this area as well.

What if my lawn, fence, etc. is damaged during construction?

AT&T crews will do their best to minimize the impact to property; however, technicians do need to run fiber-optic cables underground in order to extend service to residents. If there is damage, AT&T will restore the area.

Can I move the flags in my yard?

Please do not remove the flags. AT&T is legally required to have utilities locate their underground transmission line, such as gas, water, and electric lines prior to construction. The flags show where the existing utilities are, helping AT&T crews avoid these areas. Once construction is complete, the flags will be removed.

Should I notify AT&T if I have a sprinkler system or other underground facilities?

No. If a resident orders fiber service, AT&T will work with the homeowner to avoid any issues with existing infrastructure. During that installation, if there is an issue, AT&T will resolve and restore the area.