

Dear Resident of North Aurora,

MetroNet is a leading Midwest fiber optic service provider, delivering high-speed gigabit Internet, high-definition television and phone service. We proudly serve over 30 communities in Indiana and Illinois and we recently announced our expansion into North Aurora, Illinois.

Each and every MetroNet residential customer within MetroNet's footprint is directly connected to our 100% fiber optic network. This dedicated connection means you'll enjoy even faster Internet, a stunning television picture and reliable phone quality.

Our first step in getting MetroNet fiber optic services to your neighborhood is the construction of our fiber network. We will begin work in your neighborhood soon. Once you see additional communication like yard signs, you'll know we are getting very close. The timeline for completion will depend on construction variables related to establishing the network, like weather.

We understand you may have questions about our construction process and we want to set proper expectations. We're happy to provide the following answers to our most-asked questions regarding our construction phase:

Does MetroNet have the proper permits for the construction they are about to perform?

Yes. MetroNet has been issued permits by the city to construct our fiber optic network in your area, including aerial and underground work in neighborhoods.

Does MetroNet have permission to be on my property?

Yes. As a communications service provider, we are granted the right to access the designated utility easement, which is typically a strip of land running along the street, the sidewalk, the rear lot line or between two lots. Easements are created for utility companies to construct and maintain overhead and underground lines for electric, cable television, telephone, water and sewer services.

Can I move the flags in my yard?

No. Markers need to remain in place. MetroNet is required by law to locate underground utilities on your property before construction begins. Flags or spray paint in your yard, or along the street, indicate MetroNet's construction teams will be following within a week to dig, place pipes underground and pull fiber through them. Once that phase is complete, your home will be ready for MetroNet services and we will remove the locate flags.

Should I notify MetroNet if I have a sprinkler system, dog fence, sump pump line or other underground facilities?

Yes. You can mark your sprinkler system, dog fence, sump pump line or other underground facilities with white flags or spray paint. If you choose to mark these items with spray paint, look for a landscaping paint that won't harm your grass. You can also notify MetroNet by going to metronetinc.com/construction and clicking the "Ask Questions" tab.

Will MetroNet restore the area in which they performed construction?

Yes. Our construction phase is temporary and we will do our best to minimize its impact. When complete and weather permitting, MetroNet will rake, seed and straw your lawn in the areas where digging occurred and/or remove and replace sod where practical. You can help speed your lawn's healing process by watering the affected area for a few days following sod replacement.

We are committed to supporting North Aurora residents and addressing your concerns throughout our construction process. Please submit any questions to us at metronetinc.com/construction or by calling MetroNet at 1-877-386-3876 and we will promptly respond.

We look forward to providing you with 100% fiber optic services!

Sincerely,

MetroNet Customer Service