

Hey Summit View Ridge – we're thrilled to be bringing fiber internet to your neighborhood!

Clearnetworkx has been at the forefront of fiber internet expansion in the region since 2013, providing reliable and fast connectivity to communities including Montrose, Delta, Palisade, Ridgway, Telluride, and Norwood with ongoing fiber expansion projects in Cortez, Bayfield, and Fruita!

Building a fiber network is no small task, and we understand your community may have questions or concerns about the construction process. We're committed to maintaining open lines of communication to ensure everyone has the information they need! That said, we've included the answers to several frequently asked questions here:

1. Why is there paint in my yard?

Because we work in areas where other utilities are buried, we need to have them located before we do any digging. A local utility marker will come to mark these underground utilities. You may notice water-based paint or flags marking these. Rest assured any paint will dissolve over time.

This means that our crews are about 3 days out from construction at your address!

2. Private Utilities

There may be private utilities such as sewer and sprinkler lines on your property that are within the utility easement areas. Private utilities are owned by the property owner and therefore will not be marked. If you know where your underground sprinkler and sewer lines run, it would be helpful to have them marked with flags, paint, or stakes. If the locations are unknown or unlocatable, do not worry, we will do our best to avoid these.

Of course, accidental damage can happen. In the event we do disturb your lines, our crews will work quickly to get them repaired to your satisfaction. Our priority is minimizing any inconvenience and ensuring your beautiful lawns stay that way!

3. What are the construction crews doing in my yard?

They are burying conduit which will house fiber optic cables. Our infrastructure is always installed in approved utility easements and right-of-way spaces. Utility easements are special permissions that allow utilities like ours to access specific areas on private property. These are likely where your current utilities, like water, gas, and electric lines, are located.

4. How long will restoration and cleanup take?

We understand construction can be disruptive, but our crews will always return to tidy up! Dedicated restoration crews will return your lawn, landscaping, driveway, etc. back to normal. The total process may take around 3 weeks, so we appreciate your patience.

Boxes will also be installed that will hide the conduit. Once boxes are placed, this is a good sign construction and restoration is complete in your area. If you're not entirely satisfied with the results at that time, please contact us directly at 970-240-6600. We want you to be happy with the outcome!

5. How long until fiber is active in our neighborhood?

Most people we speak with are excited to have another internet service provider option available – especially one offering fast, reliable, and affordable fiber internet.

As mentioned, we are building an entirely new fiber network in Grand Junction. This is a huge undertaking that requires a considerable amount of time and effort to complete. We hope to have your neighborhood's zone ready for installation by the summer of 2025.

6. Can I pre-order service during construction?

Yes! You can pre-order internet service with us at any point during construction. We won't tie you to a contract and there's no financial commitment until you're installed.

Please visit www.getstarted.clearnetworkx.com or call us to complete your order!

The biggest benefit of pre-ordering with us is that we can complete the fiber drop to your home during the initial construction phase in your area. We'll install a demarcation point to the exterior of your home, usually near existing utilities, and deliver fiber to this connection point either underground or aurally.

If we're unable to complete your fiber drop during this initial construction phase, it may need to be scheduled separately – adding weeks or months to your installation wait time. Pre-ordering simply prioritizes your installation in the existing construction schedule, making it the most efficient way to get connected.

If you have any questions or concerns, please contact Clearnetworkx (**not the city**) directly at 970-240-6600. You'll speak with a member of our local support team who will be able to relay your message to the team member that can help.

Thanks for your understanding and continued patience as we work to bring fiber internet to Grand Junction! You can follow our progress online at www.clearnetworkx.com/grand-junction