

July 25, 2024

## **Information Regarding Recent Rise Broadband Work and High-Speed Internet Installation**

We understand that the recent contract work around the city, particularly the installation of high-speed internet conduits, has raised concerns among residents. We appreciate your patience and wish to provide you with detailed information to address any concerns or questions you may have.

Here are some key points regarding the ongoing installation:

**Q: What is Rise Broadband doing?**

A: Rise Broadband is installing a private fiber optic broadband network in Lockhart. This network will be able to deliver high-speed internet using fiber-to-the-home technology.

**Q: How long will the installation take?**

A: Fiber network installation is an ongoing process as fiber is expanded to include more potential customers. We anticipate that the work will be completed by the end of July 2025.

**Q: How will I know when the installation crews are coming to my street?**

A: Before the installation occurs, crews will notify residents along the excavation route 72 hours prior to excavation in the right-of-way along residents' properties.

**Q: Will my city utilities or gas services be interrupted during the installation process?**

A: Utility companies will be notified before excavation begins, and they will have the opportunity to mark their underground lines. There may be occasional instances where utilities might be disrupted during the project. In these instances, the respective utility company will respond promptly to restore services.

**Q: Will the crews come onto my property during installation?**

A: Crews will stay on the public right-of-way, where the installation will take place. If the public right-of-way is fenced off, they will contact you to request access. Crews will not enter your property without your permission.

**Q: How will I know that the crews working are legitimate since I'm worried about scammers?**

A: Any utility vehicles that come to your area will be marked with the name of the contractor crew or the internet provider. If you are unsure whether a crew is legitimate, you can reach out to Rise Broadband at 833-839-3821 for verification.

**Q: What are Rise Broadband's working hours?**

A: Work will be limited to weekdays from 8 a.m.- 4 p.m. Restoration work will be performed from 8 a.m.-6 p.m. on weekdays.

**Q: How do I handle personal property damage caused by the fiber installation?**

A: Please contact Rise Broadband at 833-839-3821 if the damage is attributed to the contractor, they will swiftly address the situation and carry out repairs.

**Q: How do I handle water and wastewater damage?**

A: In the event of any water and/or wastewater issues that arise due to contractor activities, please contact the City of Lockhart Public Works Department at 512-398-6452. The City will handle those issues/repairs.

**Q: What permitting approval/authority does Rise Broadband work under?**

A: Any utility/company that intends to provide local exchange telephone service, basic local telecommunications service, or switched access service to customers besides itself must obtain certification from the Texas Public Utilities Commission. There are two categories of certification: Certificate of Operating Authority (COA) and Service Provider Certificate of Operating Authority (SPCOA.) These certifications must be renewed once every ten years. Rise Broadband operates under an SPCOA.

**Q: Are Rise Broadband and its contractors licensed and bonded?**

A: Yes, they are required to be licensed, bonded and permitted through The Public Utility Commission.

**Q: How will the network be installed?**

A: Rise Broadband is installing 1 ½ inch conduits and cables, two feet deep underground (in the public right-of-way along streets), to enhance high-speed internet services across the city.

**Q: Is the City paying for this installation?**

A: No. This is a private investment by private internet providers.

**Q: Who is this benefiting?**

A: This endeavor is city-wide in scope, aiming to benefit all residents. You can contact Rise Broadband directly at 833-839-3821 to determine whether your neighborhood is included in their network plans. If services are available for your area, they are voluntary. The City of Lockhart does not have jurisdiction over Rise subscriber fees for service.

**Q: Who should I contact if I have any questions?**

A: Because the network is being installed by a private company, you should reach out to Rise Broadband directly at 833-839-3821 if you have any questions pertaining to their installation or services. For water and/or wastewater questions, please contact Public Works at 512- 398-6452 during regular business hours (8 a.m.-5 p.m., Monday through Friday). For water and/or wastewater issues that occur after-work hours, weekends, or holidays, please reach out to the Lockhart Police Department's non-emergency line at 512-398-4401 and they will promptly connect with the on-call Water Department Personnel.

**Q: Where can a complaint against Rise Broadband be filed?**

A: Typically, the first step in the complaint process is to contact the provider. Rise Broadband can be contacted at 833-839-3821. However, Rise Broadband customers can also file formal and informal complaints with PUC by contacting their Consumer Complaint Hotline at 888-782-8477 or by email at [customer@puc.texas.gov](mailto:customer@puc.texas.gov).

We emphasize that the work conducted by the contractors is not reflective of the City of Lockhart. However, we are fully committed to addressing any challenges swiftly and in accordance with our high standards. Your understanding and cooperation during this process is greatly appreciated.