

Who is MetroNet?

MetroNet is a leading Midwest fiber optic service provider, delivering high-speed gigabit Internet, high-definition television and phone service. We proudly serve over 500 communities in Indiana, Illinois, and Kentucky.

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.

Construction Website Submissions

If a resident has a question regarding MetroNet construction activity, please direct them to MetroNet’s construction site www.metronetinc.com/construction. From here, they can learn more about the company, see areas of construction, and submit questions or issues by clicking the “Ask Questions” tab.

The resident will fill out the form including their name, address, email, and phone number along with their question or concern. Residents can also include a picture if they would like. The form takes less than 1 minute to fill out.

Once the resident submits the form, they will receive contact from a local MetroNet project manager within 24 business hours. They will also receive a ticket number in which they can reference when coming back to the site and receive automated emails along the way.

ASK QUESTIONS

We're building the area's only 100% fiber optic network. While our construction phase is temporary, we understand you may have questions during this process. Please submit your information using the form below. Or, call us at (877) 386-3876.

Date:	10/30/2017	Address:	
Zip:		State:	
City:		Name:	
Name:		Email:	
Phone:			
Has your home been installed with MetroNet services?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Reason for submission:	<input type="checkbox"/> Underground Fence Notification <input type="checkbox"/> Sprinkler System Notification <input type="checkbox"/> Underground Utilities Notification <input type="checkbox"/> Restoration <input type="checkbox"/> Property Impacted <input type="checkbox"/> Exposed Line <input type="checkbox"/> Other Questions		
Upload picture – you may include pictures about your submission, but this is not required:	<div style="border: 1px solid #ccc; padding: 5px; text-align: center;">(Click or drag your picture here)</div>		
Comments:	<div style="border: 1px solid #ccc; height: 40px;"></div>		
			<input type="submit" value="SUBMIT"/>