

Construction Support

Your single point of contact for all construction-related questions and support.



Ezee Fiber
Customer Service

253.300.6500

General service and account inquiries.



Ezee Fiber
Construction
Support Specialist

235.260.3600

Construction-related questions and support.



Ezee Fiber
Support Email

Support.Wa@ezeefiber.com

We're here to help.



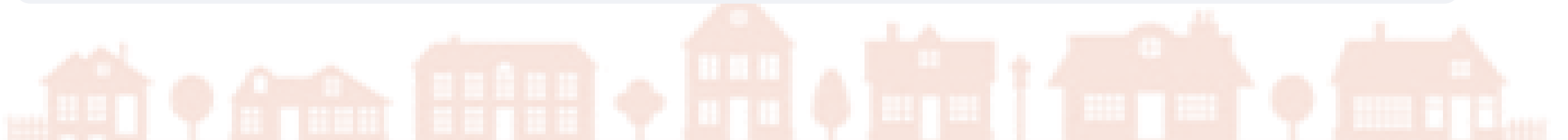
**Dedicated Support.
Better Experience.**

Our dedicated team is committed to providing a better customer experience and ensuring your concerns are handled quickly and



We respond quickly.

The Construction Manager typically will reach out within **24 hours** to review and plan the next steps towards resolution.



Our Communication Plan

Better internet, headed your way.
Ezee Fiber is partnering in the neighborhood to bring 100% fiber internet to your area—and we want to make sure you have the information you need.

Here's what to expect:

- Pre-Planning – You may notice flags and markings in yards and sidewalks as we plan the best route.
- Construction – We'll be working in the area to install fiber lines. We'll do our best to minimize disruptions.
- Service – You'll get access within 2-5 days after construction is complete in your area.

Our Promise
We understand construction can be inconvenient. Our team is committed to safety, respect, and keeping you step of the way.

Learn more.
ezeefiber.com

ezeefiber

Notice #1 – Post-card

Sent to homeowners 60 (+/-) days before construction begins. It informs homeowners of what to expect during the Ezee Fiber construction process.

Notice #4 – Door-hanger

- Placed on doors 2-5 days before construction begins on or near property
- Explains what to expect during construction
- How to get help if you need it
- Our Promise to restore your property

Better internet, headed your way.
We're working in your neighborhood to bring 100% fiber optic internet to your area. Here's what to expect and how we'll help.

Learn more.
ezeefiber.com

What to expect

- Pre-Planning – You may see flags and markings.
- Construction – We'll be working in the area.
- Service – You'll get access within 2-5 days.

Proudly built by Ezee Fiber.

Questions?
We're here to help.
253.260.3600

Contractor Magnet

This is a magnet that is placed on the trucks of contractors while they are working.

CONTRACTOR FOR

ezeefiber

253.260.3600 | EzeeFiber.com

Featuring, 5 Gig & 8 Gig speeds.
Now in Your Neighborhood

Featuring 5 Gig & 8 Gig

Hey neighbor, be among the first to experience our fastest internet yet.

Scan or call to learn more.
ezeefiber.com
253.260.3600

Ask us how to get a \$200 eGift Card when you sign up during construction.

① Locally owned.
② Future focused.
③ Community driven.

A New Option

Notice #2 – Letter

Sent to homeowners 45 (+/-) days before construction begins.

Better internet, headed your way.
Ezee Fiber is partnering in the neighborhood to bring 100% fiber-optic internet to your area—and we want to make sure you have the information you need. This letter is to let you know what to expect.

Here's what to expect:

- Pre-Planning – You may notice flags and markings in yards and sidewalks as we finalize the best route. This helps us build smart and avoid disruptions.
- Construction – We'll be in the area to install fiber lines. We work carefully and safely to minimize disruptions and keep you informed.
- Service – You'll get access within 2-5 days after construction is completed in your area.

Our Promise
We understand construction can impact your daily routine. Our team is committed to safety, respect, and restoring your property. We appreciate your patience as we improve your neighborhood.

Guy Kuntz
CEO | Ezee Fiber

Want to learn more?
Scan the QR code or visit our website to explore plans, check availability, and stay updated.

ezeefiber.com

100% Fiber internet is coming.



Notice #3 – Post-card

Sent to homeowners 35 (+/-) days before construction begins.

Notice #6 – Door-hanger

Post-Construction - We Worked On Your Property Today

- Placed on the door the day of construction, informing homeowners we were there
- Reiterates how to get help with construction
- Our Promise to restore your property

We worked on your property today.

Our Promise
We'll clean up and restore your property. Thanks for your patience!

What to expect next

- We'll continue working in the area.
- You'll get access within 2-5 days after construction is completed.

Questions?
We're here to help. Scan or call.

ezeefiber.com
253.260.3600

Our Communication Plan

Clear communication. A better experience for everyone.



You will be informed

A minimum of three Construction Notification letters / postcards mailed to each resident.



You will be notified

A total of six Construction Notices in all.



You will know what to expect

Information on what to expect during construction, what is a right-of-way, and what to expect at each stage.



Safety is our priority

We follow strict standards to protect residents, our crews, and your property.



BE VISIBLE

You'll see us in your community. We're available and easy to reach.



BE ACCOUNTABLE

We take ownership, follow through, and keep our promises.



BE RESPECTFUL

We respect your property, your time, and our community.



Working together to build a stronger more connected community.

Restoration

Your property. Our priority.



We will **restore**
any disturbed
property to its
**original condition,
or better.**



Responsive

The Construction Manager typically will reach out within **24 hours** to review and plan the next steps towards resolution.



Immediate Action

Emergencies are escalated immediately.



Proven Performance

We currently resolve **95%** of our Construction Referral Tickets within **7 days**.



Restoration in Parallel

Soft surface restoration will occur in parallel with construction. There may be seasonal exceptions, but these will be tracked.

Restoration Management

We respond quickly, communicate clearly, and resolve issues efficiently.



Quick Response

Construction Manager typically reaches out within **24 hours**.



Clear Communication

We keep you informed every step of the way.



Accountable Team

Dedicated experts focused on delivering results.



Efficient Resolution

95% of tickets resolved within **7 days**.

