



February 20, 2018

EL CID HISTORIC NEIGHBORHOOD ASSOCIATION, INC.
C/O Board of Directors
PO Box 414
West Palm Beach, FL 33402

Reference: ATT JOB# 8E843322N- EL CID HISTORIC NEIGHBORHOOD ASSOCIATION, INC.

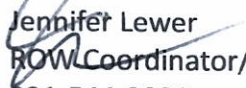
Dear Board and Homeowners,

AT&T is planning to upgrade the existing older infrastructure to a new state of the art IP (Internet Protocol), fiber to the home network. In order to do so we need to upgrade portions of the existing infrastructure within your property. But rest assured there is absolutely NO COST TO YOU. This upgrade work will require some digging and the installation of flush ground level mounted vaults connected by underground conduit at various locations throughout your community within the legally platted utility easements. AT&T and its contractor Ivy Smith fully guarantee all disturbed areas to be returned to like condition by the end of construction. During this time you will see increased traffic and construction workers in your neighborhood, locate flags will be placed and paint utilized to mark underground facilities. These are for protection of your communities infrastructure and common utility during construction. We ask you and your landscapers not remove these as it is State law they remain in place during construction. Please call or email me your email address so our team can notify you 1-2 weeks prior to construction with a more accurate start date.

- Residents will be notified by door hangers 2-3 days prior to when work will begin in their neighborhood
- Pictures will be taken of each associated address to ensure property restoration.
- For the quickest most efficient response to any restoration issues, please call Ivy Smith Construction RESTORATION CLAIM LINE at 1-855-520-8166

We look forward to bringing this exciting new state of the art technology to your neighborhood.

Thank you,


Jennifer Lewer
ROW Coordinator/sub-contractor AT&T Southeast
321-544-3998
jenlewer@rowcoordinator.com

FREQUENTLY ASKED QUESTIONS

Q. *What will AT&T be doing?*

A. *Placing a new high speed network, conduit, fiber cable below ground and small water meter boxes / hand holes flush to ground.*

Q. *Who will be working in the utility easements?*

A. *AT&T contractor Ivy Smith Construction- 1-855-520-8166*

Q. *How will we know when they will start working?*

A. *Door hangers will be placed on your door 3 to 4 days prior to work commencing.*

Q. *What is on this door hanger?*

A. *Important contact information for any questions during the project and any restoration issues you may have, including job number and restoration phone number is Ivy Smith Construction 1-855-520-8166*

Q. *How will contractor/Ivy Smith- 1-855-520-8166 be doing the work?*

A. *By limited trench and "stich" boring under driveways and sidewalk.*

IF THERE ARE PRIVATE UTILITIES IN COMMON AREAS OR WITHIN THE HOA, PLEASE MAKE SURE TO LET IVY SMITH KNOW PRIOR TO CONSTRUCTION SO THEY CAN HAVE THE PRIVATE UTILITIES LOCATED, INCLUDING BUT NOT LIMITED TO PRIVATE ELECTRICAL FOR LANDSCAPE AREAS AND IRRIGATION AND WATER LINES.

Q. *Will this require removing sidewalks or cutting streets?*

A. *No. All work will be within the utility easements of the community. No pavers, concrete or asphalt will be disturbed.*

Q. *Will heavy equipment be on my yard?*

A. *The boring machine on a small trailer may be used in the utility easements of your yard, as well as a cable reel at limited locations while placing for a very short amount of time. BUT all track marks and or dead grass will be restored.*

Q. *How will work area be left at the end of each work day?*

A. *All areas not restored by end of day (weather permitting) will be safely secured with OSHA required safety barriers, fences or cones.*

Q. *Will AT&T/contractor guarantee all restorations?*

A. *Yes, ATT/ contractor will guarantee all restoration of disturbed area in your community.*

Q. What is guaranteed in the restoration process?

A. Anything disturbed by the work, to include but not limited to, sprinkler lines/heads, Pavers, lifting or sinking, water main, sewer mains, sod, landscaping and removal of debris.

Q. What if I don't like how my yard was restored?

A. Call or email the contact number on your door hanger-Ivy Smith- 1-855-520-8166.

Q. How long will this project take?

A. Approximately 3 weeks, weather permitting.

Q. How soon will our community be able to subscribe to the new services?

A. Approximately 8-10 weeks after all of the installation is complete. AT&T will send notice as soon as service is available or you can look at AT&T.com for updates.

Q. What services will be available with this new high speed fiber optic equipment?

A. U-Verse with AT&T GigaPower, with blazing fast internet speeds of up to 1 Gbps.