



Corporate Office
613 3rd Street, P.O. Box 215
Palmerton, PA 18071

Dear Homeowner,

In order for us to continue building our new state-of-the-art 100% fiber-optic network, we need to replace the existing service line which is called the "drop" that runs from the utility pole or pedestal to your home. The new line will follow the same route as the existing line for the most part (aerial or underground) and will enter the house at the same point as the existing line does now. Our technicians will provide a courtesy knock when they arrive and tag the door when your new drop is complete.

If the existing drop is underground:

Any work that is done on your property will be restored with topsoil and grass seed as close to the original as possible. As far as when the line will be replaced, the utility companies will have to first mark the utility's existing underground lines with paint and flags (if applicable).

If you are aware of any underground lines that will not be marked by the utility companies, (such as electric dog fences, septic lines, sprinkler systems, landscaping lights, or privately installed electric lines, etc.), please be prepared to discuss these locations with our technical teams when we arrive to your neighborhood.

If you have any questions or concerns about the route of the service line, **please contact your local Blue Ridge office at 1-877-670-7014.** We're here to help in any way that we can!

Visit brctv.com/fiber-internet to learn more about our fiber initiative.

Sincerely,

Blue Ridge