

Site Survey



After an order is placed with us, we have to determine if your home is an aerial or underground installation. In school, it was always important to do your homework, and the same holds true for us.

We perform site surveys to gather information on your home, and this helps us determine access, and the location of potential obstacles.

- A site survey will be completed by a certified technician days or even weeks before the initial drop is done.
- After a site survey is completed, we will mark your home internally as an aerial or underground installation, and mark if there is an existing conduit or if your home has direct buried cables.
- Whether you are an aerial or underground installation, determines which order you will be installed in. **Aerial installations are more efficient and are generally completed sooner.**

Aerial



- After placing your order with Race, if aerial infrastructure exists, we will install our fiber cable aerially.
- Aerial drops are usually done within 7-10 business days after your order is placed for towns/cities with existing infrastructure. For recently released areas, the wait may be a bit longer.
- There are a number of ways our cable may be installed, the most common way is to put up our fiber cable in addition to your current copper cable.

If your utilities are currently being provided aerially, but you would like your fiber installed underground, you have alternative options (**see custom underground**). Your fiber order will be placed on hold while underground work is being completed.

Underground (conduit)



Sometimes it is not possible to do an aerial installation, and we have to go underground. If your current utilities (phone or broadband services) are currently connected via an existing conduit and is useable, we will use it.

How is this done?

- Race will dig at each end of the conduit and pull our fiber cable through.
- Don't have services currently connected via an existing conduit, but are planning upgrades or have an empty conduit that you have installed? We can use that too.
- **Please mark your sprinkler system or any other obstacles that may be buried in your yard.** This helps ensure that no damage occurs during installations.
- No installation cost.

811 is the phone number you call before digging to protect yourself and others from unintentionally hitting underground utility lines.

Underground (custom)



Uh-Oh! Sometimes your current utility services are connected underground, but instead of using an existing conduit, your providers have done a "direct bury".

Typically, this is done by digging a shallow trench and laying cable in the trench, then covered. This is done to manage costs, but is not beneficial for future use. If direct bury is done under driveways or other concrete surfaces it becomes very costly to lay new utilities.

- If you have utilities being brought to your home by direct bury, Race cannot do an underground installation, and requests that homeowners contract a third-party to help facilitate the installation.
- You also have the option to do the work yourself. Our technicians will assist by advising you of where the meet me location point is and where you will need to trench. You can save unnecessary work and cost by following these basic steps:v
 - Get local permits in order
 - Check the location of existing power and other underground networks before digging.
 - The trench should be as straight as possible avoiding sudden changes in direction.

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