

Fiber Construction FAQs

Below are answers to common questions about the fiber construction process. These FAQs are designed to help you understand what happens, what to expect on your property, and how we work to make installation as smooth as possible.

What happens after I sign up for fiber service?

After you place your order, our team sets up your account and begins planning your installation. A Customer Experience Specialist confirms your service details and any applicable fees, while our engineering team designs the safest and most efficient route to bring fiber to your home.

What is 811 and why is it required?

Before any digging takes place, we contact 811, the national utility locate service. Utility companies then mark the locations of public underground utilities such as gas, water, and electric lines. This process typically takes two full business days and is required for safety.

Are all underground lines marked by 811?

No. *811 does not mark privately owned facilities*, such as septic or sewer lines, invisible fences, sprinkler systems, or electric, gas, and water lines beyond the utility company's meter.

Will someone visit my property before construction?

When placing your order, an SC Customer Experience Specialist (CXS) will ask whether you would like a property visit before construction. If you have concerns about private facilities or any part of the construction process, please request a visit. An SC technician will meet with you at the property to review the proposed work and discuss your concerns.

What is a fiber drop?

A fiber drop is the underground fiber line that connects the main neighborhood fiber line to your home. During this phase, our construction crew installs the fiber along the planned route.

What are the advantages of a buried drop versus aerial?

Both the main fiber line and the fiber drop to your home are installed underground. Burying the fiber helps protect it from weather-related damage like wind, ice, and storms, resulting in fewer outages and greater reliability.

How long does fiber drop construction take?

Construction timing depends on weather, ground conditions, permitting, existing workloads, location, and other circumstances beyond SC's control. SC will perform the work carefully and make reasonable efforts to minimize disruption to the property. Construction may be delayed when conditions could cause unnecessary damage or require extensive restoration.

What happens during the final installation?

Once construction is complete, a technician installs the Optical Network Terminal (ONT) inside your home. The ONT converts the fiber signal into usable internet service. Your connection is tested and activated during this visit.

What will my yard look like during construction?

You may notice temporary flags or paint markings and small trenches during construction. These areas are restored after installation, and we work to minimize disruption to your property.

Will my property be restored after construction?

Yes. We take care to restore disturbed areas and leave your property in good condition once construction is complete.

Who should I contact if I have questions or concerns?

If you have questions about scheduling, construction, or private utilities, please contact our Customer Experience team at 877-723-6875. We're here to help every step of the way.



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