At the Heart of Community

April 8, 2025

i3 Broadband Starts Building Lake Zurich Fiber Optics Network

i3 Broadband has begun constructing its fiber-optic network in Lake Zurich, starting in the industrial park. In the next couple of weeks, they will expand into residential areas, beginning with Old Mill Grove and Cedar Creek. Over time, *i3 Broadband* will be working throughout all Lake Zurich neighborhoods, installing fiber and utility boxes both within the public right-of-way and in utility easements located in backyards.

As *i3 Broadband* approaches your neighborhood, residents will receive letters in the mail and find door hangers on their front doors. Crews are working quickly to build the network and Lake Zurich residents may notice impacts to backyards and the parkway. <u>All work will take place within the right-of-way and designated utility easements</u>. Any landscaping that is disturbed will be fully restored by **i3 Broadband**, although some restoration may be delayed until warmer spring weather.

i3 Broadband is a rapidly expanding internet service provider building a high-speed fiber-optic network that transmits data using pulses of light. This technology delivers faster speeds and greater reliability than traditional copper-based connections like DSL and cable. The company is actively growing in the Chicago suburbs and other locations across the United States.

If residents encounter any questions or concerns with i3 Broadband, please contact i3 Broadband first at 309-689-0711 or info@i3broadband.com. If a solution is not achieved, please contact Lake Zurich Public Works at 847-540-1755.

Frequently Asked Questions

How long will construction last in my neighborhood?

The duration of construction varies by location, but work in each neighborhood typically takes a few weeks. However, restoration efforts may extend into the spring if weather delays occur.

Will i3 Broadband need access to my property?

Most work will take place in the public right-of-way and utility easements. If work needs to occur in your backyard utility easement, crews will only access the designated area and will not require entry into your home.

Will I experience service disruptions with my current internet provider?

No, i3 Broadband's construction should not interfere with your existing internet or utility services.

How will I know when construction is complete?

Once installation is finished in your area, i3 Broadband will notify residents about service availability and how to sign up.

What if my lawn or landscaping is damaged during installation?

i3 Broadband is responsible for restoring any disturbed landscaping. However, certain repairs may be delayed until warmer weather for proper restoration.

What happens if my sprinkler system or invisible pet fence is damaged?

If your sprinkler system or invisible fence is located near the easement, you should mark it before construction begins. If any damage occurs, report it to i3 Broadband or Lake Zurich Village Hall for repairs.

Do I have to sign up for i3 Broadband if fiber is installed in my area?

No, residents are not required to subscribe to i3 Broadband service. The infrastructure is being installed to provide an additional internet option.

How much will i3 Broadband's service cost?

Pricing depends on the internet speed and package selected. i3 Broadband will provide service details and pricing as they become available in each neighborhood.

What internet speeds does i3 Broadband offer?

Fiber-optic internet provides speeds of **Gigabit (1 Gbps)** and **higher**. Service details will be available through i3 Broadband as it becomes available in each neighborhood.

Who do I contact if I have complaints about the construction?

For concerns about construction, restoration, or other issues, contact **Lake Zurich Village Hall at 847-540-1684**.

Can I opt out of fiber installation in my area?

Since the fiber network is being built within public right-of-way and utility easements, individual homeowners cannot opt out of the infrastructure installation. However, you are not required to sign up for service.

What areas will be covered after Old Mill Grove and Cedar Creek?

i3 Broadband plans to expand throughout all neighborhoods in Lake Zurich over time. Updates on progress and future service areas will be provided by the Village and i3 Broadband.

Hello!

We're i3 Broadband - your local provider of advanced Fiber Optic Internet technology. Many of you and your neighbors have been searching for better internet options for your homes and businesses. This note is to let you know that the wait is nearly over! i3 Broadband is investing in your community by bringing our award-winning 100% Fiber Internet network in coming weeks.

What Does This Mean?

- **Within 4-12 weeks** you'll start to see some construction activity throughout the right-of-way and utility easements around your neighborhood. This involves digging and laying the lines safely in the ground in these easement or installing lines overhead to give access to homes and businesses.

- The service-line drop **may be installed either underground or as an aerial drop,** depending on feasibility and existing infrastructure.

- **We may use underground boring** to install a new fiber optic network. This will involve accessing yards to place equipment (vaults). Some areas will see boring machines and crews, while others will only see crews digging small pits to connect the network.

- **Any open pits will be secured** with boards, cones, or snow fences to keep all residents safe. These usually don't stay open for more the **2 to 3 business days,** or less and will always be secured and properly marked.

- **Once the construction portion of the project is completed,** our independent auditing teams will canvas and inspect the newly built network and create detailed restoration reports. Our contractors will then fix and apply **ground restorations within 1-2 weeks** based on those.

How Can I Reach You?

We're here for you by phone, online or via email. Just give us a call at **(866) 259-1590**, visit **i3broadband.com** or send us an email at **info@i3broadband.com**.

Sincerely,
i3 Broadband

i3 Broadband **Neighborhood Q&A**

Q: Who is i3 Broadband?

- i3 Broadband is the largest fiber-optic network based in Central Illinois offering 100% Fiber Optic Internet, phone and streaming option services to residents and businesses. We provide Gig-Speed Fiber-Internet services for homes and businesses in small cities, suburbs and rural areas.

- We're committed to providing industry-leading products, honest & clear pricing, and the best customer experience through local operations & exceptional staff. Locally staffed and operated, we've been leading the telecommunications business in the area since dial-up Internet was cool.

- Since 2010, i3 Broadband has been deploying weather, wear and tear resistant fiber-optic services to communities like yours.

Q: What is fiber-optic network and why is it important?

- **Fiber optic lines are the difference.** They're made of strands of glass fibers that transmit data smoothly, quickly and with more power than traditional cable technology. Fiber transmits data at speeds far exceeding DSL or cable modem speeds, typically by tens or even hundreds of Megabits per second.

- Unlike cable, fixed wireless or your wireless phone service, **Fiber transmits data at equal speeds** whether your posting or sharing online or you're streaming or gaming.

- **Fiber is constructed differently.** Because it's made with advanced materials, it is more impervious to wear and tear in your neighborhood. It handles the data that's most important to you reliably — even in bad weather.

- When it comes to online gaming and streaming, **Fiber is the gold standard.** This means you'll have less issues, buffering, spinning or glitching than with other technologies.

Q: What's different about i3?

- Unlike Cable, **we provide 100% fiber** to your home or business.

- **Our network will bring** high-capacity Internet, Voice and Streaming Capabilities to deliver all the educational, entertainment and critical technology services that you, your family, or your business need.

- **i3 Broadband has a record of excellence** that is unmatched by other providers in the area: A+ BBB, Best ISP for on-line gaming in IL, 5-star rating from highspeedinternet.com.

Q: What does this mean for your community?

- **Fiber attracts** new businesses, services and families to your town. Fiber-optic networks are built to keep up with connectivity demand for decades to come. Most larger businesses require fiber-optic connection to maintain their functionality.

- **Increase your property value.** Competition drives down pricing for everyone, forces the monopolies to improve their services, and (per FTTH Council studies) can even help increase your property values.