Line Construction Policy

with Service Installation Guidelines

2026

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LINE CONSTRUCTION POLICY

(As set forth in Section 7.0 of Tariff #5, filed with the Vermont Public Service Board) VTel and its subsidiaries will provide 1,000 feet of normal construction at no charge to customers. Beyond 1,000 feet, the customer is responsible for construction charges. NOTE: For existing customers requesting a change to their facilities, there will be construction charges associated with the change.

If an additional customer utilizes any portion beyond 1,000 feet within one year of its construction, the original customer will receive a prorated refund from construction charges paid by the new additional customer. VTel's Engineering Department handles all quotes for specific construction charges and rebates.

It is VTel's policy to comply with the National Electric and Safety Codes, as well as the specifications of cable, equipment, and systems manufacturers within the telecommunications industry.

The following specifications must be met if a customer requires buried service:

CONDUIT REQUIREMENTS

A minimum 2" Schedule 40 PVC electrical conduit should be installed to the customer's demarcation point (ONT location). The conduit must extend above grade at least 2 feet, using electrical sweeps only—plumbing elbows are not permitted. Use either an 18" radius sweep or two standard 45° sweeps.

The maximum distance between pull points is 500 feet. If conduit run will be over 500 feet please contact us.

Conduit must be 4 feet above final grade at the utility pole location, plumb and tight to the utility pole.

Conduit must be 2 feet above final grade at the pedestal, "H" frame / pressure-treated 4x4 post, and on the outside of the house or structure.

PLACEMENT

Telecom conduit must be installed with an 18" radius sweep, or with two standard 45° sweeps, rising on the exterior of the building or along the electrical "H" frame. The conduit must extend at least 2 feet above grade at the power meter ground

location, preferably on the gable side of the building. If an “H” frame is used, the conduit should rise on the side opposite the power meter.

At pedestal or “H” frame locations, telecom conduits must be plumb and positioned tightly together, with all conduits in direct contact with one another.

NOTE: ALL CONDUITS MUST INCLUDE PULL ROPE (MULE TAPE PREFFERED) AND ALL ENDS MUST BE CAPPED AND / OR SECURED FROM DEBRIS OR WEATHER ELEMENTS.

Telecom conduit must be a minimum depth of 24”. Conduit can be placed in the same trench as the power conduit as long as the minimum depth is maintained.

It is advisable to separate the power and telephone conduits by the width of the ditch.

VTel may inspect telephone conduit prior to backfill, to ensure proper installation. An improper conduit install will delay your telecom service hook-up.

Telephone and cable television may share the same conduit in some cases.

BONDING AND GROUNDING

The ONT should be as close as possible and must not exceed 20 feet from the power meter ground.

VTel must have access to a power ground wire and/or power ground rod. This is a safety issue – a “must” before service can be activated.

The ONT must be grounded with power (common bond) or your telecom service will be delayed or denied.

CUSTOMER INSIDE WIRING REQUIREMENTS

All telecommunications wire should be Category 5e or higher. It is highly recommended that all telecommunication wire be Category 6 or higher, which is suitable for quality ultra-fast service. All wires should be installed in a “HOME RUN” fashion, NOT IN SERIES.

TELEPHONE – We recommend no more than three (3) telecommunication wires be brought to the outside of the ONT. (ONT dimensions: 8” W x 9 ½” H. Cover opens

from right to left). Termination point should be near the electrical panel to feed the ONT.

CONDUIT NOTE

4' above final grade at pole, all others 2' above final grade.

All conduit bends will be electrical 18” radius or consecutive 45° sweeps, NO plumbing elbows.

All conduit stubs will be plumb and tight to each other.

All conduit stubs should be marked with lot/house number or other identifier.

All conduits must include pull rope. Mule tape is preferred. NO mason string – this will not be accepted. must be continuous with no knots or splices. Do not reduce conduit size. All ends must be capped and/or secured from debris or weather elements.

Mobile Home Installations

Preferred Method: Conduit recommended to be placed up to 2 feet from the structure, on the outside of the skirting, to a pressure-treated 4x4 post or “H” frame, which must be a minimum of 4 feet above final grade. Additional section of conduit from post or “h” frame to mobile home.

All conduits must have a pull rope. Mule tape is preferred. NO mason string – this will not be accepted. Pull rope must be continuous with no knots or splices. Both ends of the conduit above final grade and securely capped.

Do not reduce conduit size.

PREFERRED METHOD

The ONT will be placed on the outside of the structure. VTel maintains the ONT up to the demarcation point (DEMARC).

• ONT should be placed as close as possible and not exceed 20' from the power ground and power meter.

• If the ONT location is beyond 20 feet from the power ground and power meter, it is

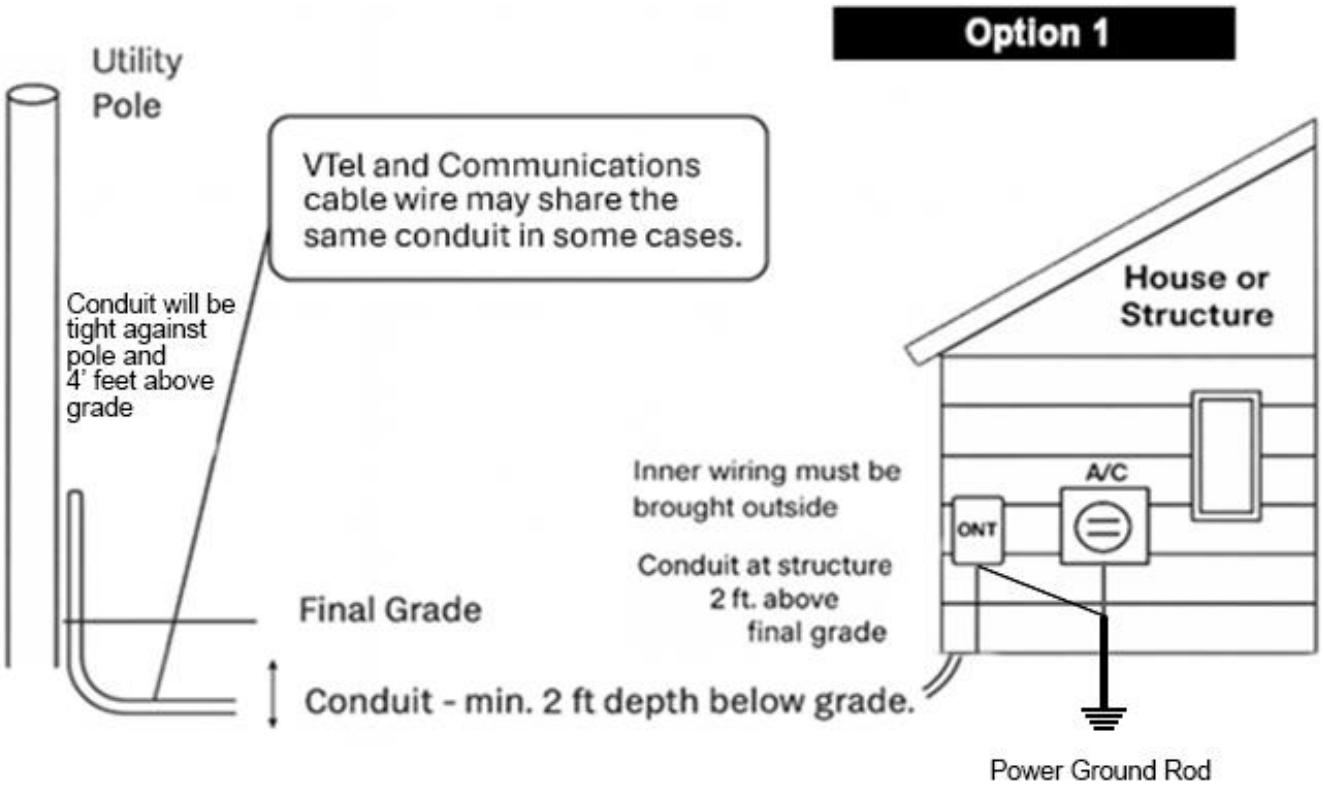
the customer's responsibility to provide a continuous, uninterrupted # 8 AWG ground wire (bonded to each ground rod) from the power ground(s) to the proposed ONT location.

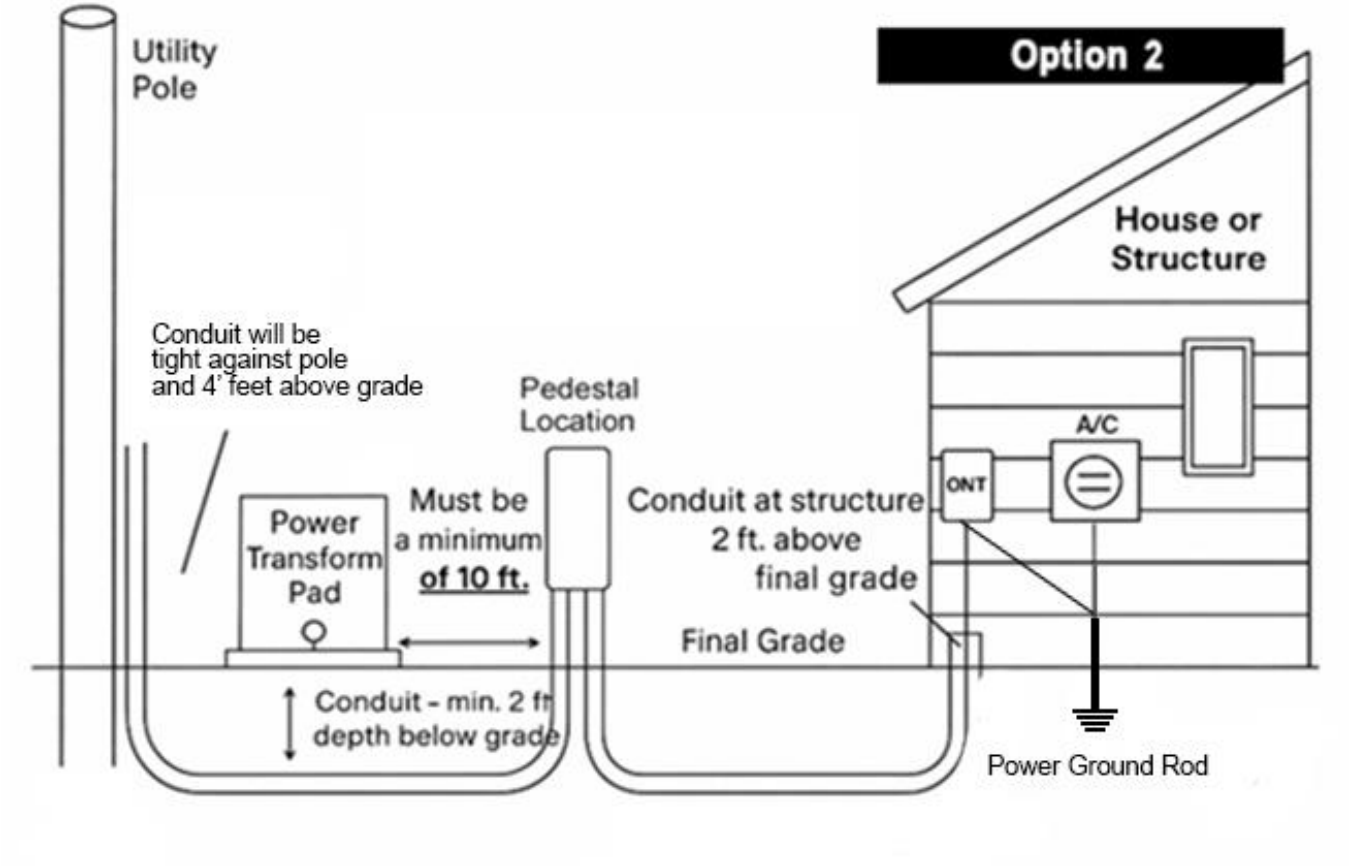
NOTE: Each additional ground rod must be spaced no more than 20 feet apart. This applies when the power company meter is not located on or adjacent to the structure being served.

When the ONT is mounted on the customer's structure, the customer must meet VTel's Line Construction Policy up to the ONT. The labor and material cost to mount the ONT and all associated grounding and mounting hardware shall be provided by VTel.

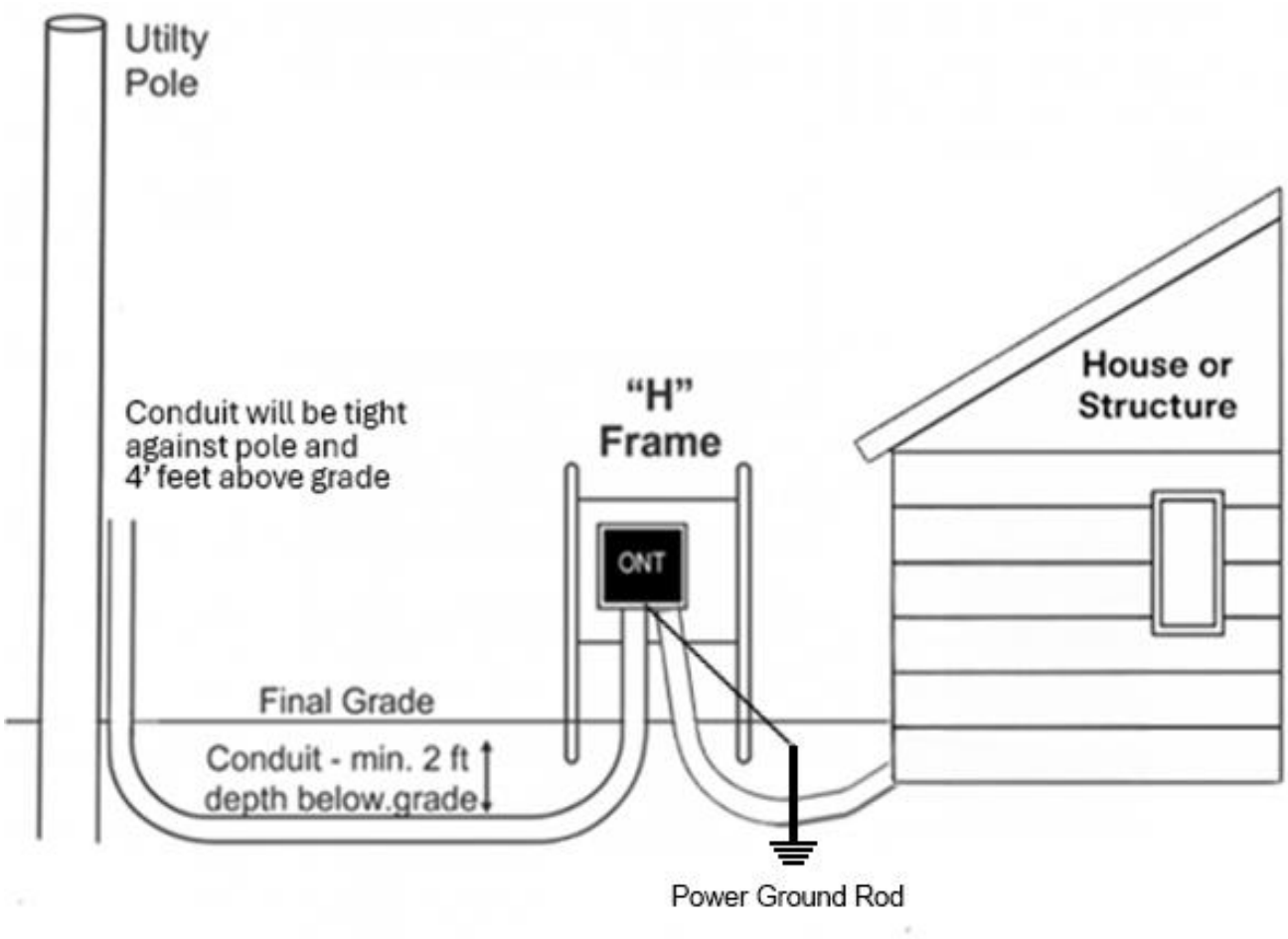
If the customer prefers the ONT mounted on an "H" Frame, ONT will be mounted on the back side of the power meter.

• The customer will maintain telecommunications wire beyond the ONT up to the structure. The customer must provide access to a power ground at the structure in order to properly terminate outside telecommunications wire to the customer's inside wire.


Option 1
Utility Pole
VTel and Communications cable wire may share the same conduit in some cases.
Conduit will be tight against pole and 4' feet above grade
House or Structure
Inner wiring must be brought outside
A/C
ONT
Conduit at structure 2 ft. above final grade
Final Grade
Conduit - min. 2 ft depth below grade.
Power Ground Rod


Option 2
Utility Pole
House or Structure
Conduit will be tight against pole and 4' feet above grade
Pedestal Location
A/C
ONT
Power Transform Pad
Must be a minimum of 10 ft.
Conduit at structure 2 ft. above final grade
Final Grade
Conduit - min. 2 ft depth below grade
Power Ground Rod

If the customer prefers the ONT mounted on a post, a pressure treated 4x4 post should be placed.



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