Connecting to the Franklin Telephone Network

To connect you to service, there are three primary components:

1. The mainline fiber cable that runs along the road (usually on utility poles, but sometimes buried)
2. The fiber cable that connects your location to the mainline fiber
3. The electronics at your premises

Standard Installation

The fiber cable between your location and the nearest utility pole is called a “drop” and can be either aerial or buried.

Franklin Telephone charges a standard installation fee. Included in this fee you receive:

1. Electronics with built-in Wi-Fi
2. Standard drop (aerial or buried) up to 400′ from the nearest mainline fiber pole or pedestal

Aerial drop: Included with your fiber internet installation. Franklin Telephone installers will handle everything!

Buried drop: Businesses and homeowners can opt to have a buried drop. The fiber portion of the drop is included in the standard installation fee, but we require that conduit must be in place that meets our specifications before we can extend the drop and install services to you.

Buried Service Requirements

To receive Franklin Telephone fiber service, a connection pathway is required from our network to your property. While aerial installation is available for many locations, many customers prefer the aesthetics and protection of buried fiber service, which requires underground conduit installation.

Please review the requirements carefully before beginning your project, as proper conduit installation is critical for reliable service and will prevent delays

in your fiber connection. For questions about these requirements, installation options, or the process, contact Franklin Telephone (802) 285-9911.

Underground Fiber Optic Conduit Requirements

1. Before trenching, ask Dig Safe at 888-344-7233 to survey your property and mark any existing buried facilities to be avoided.
2. Conduit should route from your utility pole to your house where the utility boxes are located, and follow the route of other underground utilities.
3. Conduit should be equipped with a 210-250 lbs tensile-strength pull line with no knots or splices. The pull line should extend about 2 feet beyond the ends of the conduit. Tie the end of the pull string around the outside of the conduit at both ends and place an unglued cap over the ends of the conduit to prevent water from entering.
4. Conduit must be a minimum of 1.5″ diameter for distances under 300 feet. Anything longer than 300 feet 2″ diameter conduit should be installed. Conduit must be “schedule 40 electrical” (not water pipe), and use long sweeps (no 90-degree elbows or “L” shaped angles). We recommend you source the conduit from an electric supply company.
    - Long sweeps only (not 90-degree elbows or “L” shaped angles); fiber cannot be bent at harsh angles because it will cause a poor signal and will break.
5. Conduit over 400 feet in length will require installation of pedestals that are spaced no greater than 400 feet apart. Contact customer service at 877-496-2753 for detailed pedestal information.
6. Conduit must be extended 24” above final grade at the house and 48” above final grade at the pole and permanently secured to the pole and to the house or building. Also, the conduit on the pole side must come up in the same quadrant (same side of the pole) as existing services.
7. Conduit should be trenched a minimum of 24″ deep.
8. After you have laid the conduit in the trench and before backfilling, lay tracer wire (14-16 gauge coated or galvanized steel on top of the conduit for Dig Safe, and to assist in future location.
9. No weather heads, there is too high a risk for fiber to break and interrupt service.
10. Conduit at mobile home
    - Preferred Method: Conduit secured tight to the trailer on the outside of skirting.

- Optional Method: Conduit extended a maximum of 24” away from the structure located outside of skirting to a pressure treated 4×4 post or “H” frame. The top of the pressure treated post or “H” frame should be a minimum of 4 feet above final grade. Under this method, a conduit is still required from the post or frame to the trailer where the fiber is terminated.

11. Fiber conduit can be placed in the same trench as the power conduit as long as a minimum 24” depth is maintained. It is desirable to separate the power and telephone conduits by the width of the ditch.

An improper conduit installation will delay your fiber service hookup.

Non-Standard Installation and Extras

Every location is unique, and the installation requirements will vary. At Franklin Telephone, we believe in full disclosure. No “hidden” fees or unexpected charges. When our crews come out to visit your location to discuss your installation, they will explain to you any additional requirements or costs.

Below are some additional costs and optional extras:

1. Long drops. If the distance between your location and the nearest mainline fiber pole or pedestal is more than 400 feet, then extra fees apply. For reference, the nearest mainline fiber pole is usually where the electrical transformer that feeds your house is connected.
2. Full-home Wi-Fi. Our standard installation includes Wi-Fi, but there may be areas of your house that are not covered. If necessary, additional Wi-Fi extenders or access points carry additional costs.
3. In-home wiring/cabling. If you require extra cabling inside your home, there will be an additional cost.