

Vault to Home Agreement (VTHA)

Connex Fiber Installation Overview

Thank you for choosing **Connex** to connect your home to the newly constructed Connex fiber optic system.

Connex LLC will run a fiber optic connection with conduit, fiber cable, and a small telecommunications box from the vault or pole in the utility easement to your house.

By signing this VTHA, you're giving our crews permission to use their expertise and discretion to install the **NID (Network Interface Device)** box and run conduit from the vault to the side of your home. This includes selecting the most appropriate and efficient route and mounting location for the NID box. Once the VTHA is signed and submitted, we are authorized to proceed with this work.

For Aerial Pole Installation:

The fiber will typically follow the same path as the electrical service, connecting to your home from the power pole on the shortest distance possible. The fiber will then terminate on the side of your home in a small telecommunications box called a **Network Interface Device (NID)**.

For Underground Vault Installation:

The fiber will be placed in conduit buried in the earth. The fiber connection to your home will typically run from the vault underground, in a line the shortest distance to the side of your house where the fiber will terminate in the NID. The path follows existing utilities where possible.

Custom Installation Requests & Fees:

- If you choose to have the installation in a location of your preference (different from the standard path), a technician will visit your home to assess the request. A custom installation fee **starting at \$99** will apply, with additional costs depending on obstacles such as concrete, retaining walls, driveways, etc.
- If you request a fiber rerun after the initial installation is completed (relocating the ONU), a rerun fee **starting at \$150** will apply.
- **We do NOT install fiber in ATTICS or CRAWL SPACES.** However, if you choose to do your own attic or crawl space run, we can provide the fiber before the set installation date.

The Connex vault is located on the edge of your property, one vault for every two houses. Take a few minutes to look where the vault is located in your yard to better understand where these connections will take place. If the fiber infrastructure has not been installed or you are unsure about the location of the aerial or underground connections, please contact **Connex** at [\(801\) 686-2468](tel:8016862468) to learn where the connection will take place on your home.

THESE COMPONENTS ARE PLACED AND PERMITTED IN SPECIFIC LOCATIONS THROUGHOUT THE EASEMENT AND IN YOUR YARD BASED ON EXISTING STRUCTURES, CONCRETE PADS, OVERHEAD AND UNDERGROUND SERVICES AND UTILITIES.

IF YOU REQUEST TO DEVIATE FROM THE CONNEXT-PLANNED AND CITY-PERMITTED INSTALLATION, THERE WILL BE A CHANGE ORDER FEE ASSESSED TO YOUR ACCOUNT. THE CHANGE ORDER FEE STARTS AT \$500.

This is not an offer of services or products and does not contractually obligate the homeowner to subscribe to internet service.

Thanks for allowing **Connex** to connect your home to the newly-constructed fiber optic system.

Name: _____ Address: _____

- I authorize Connex to install the NID and run conduit to my home
- I have read and I agree to the conditions explained above
- I have read and I agree to the [in-home installation](#) conditions

Please sign using one of the following methods. By signing below, you agree that this Agreement may be executed with electronic signatures and shall be valid and binding on the parties.

Signature:

Date: