

Many of you have seen the crews working on the installation of UTOPIA fiber throughout the city. You may also have had a flyer placed on your door informing you of upcoming construction near you. The construction will be happening on the city easements which might possibly border your property. If you have sprinklers in this easement they will restore them to their original state. In the spring, if you find there are issues with your sprinklers, they will come out and repair them. As a reminder, the crew is contracted by UTOPIA; the city is not overseeing the installations. If you have any concerns, please reach out to UTOPIA with questions by calling the number on the flyer (also listed below). Please be respectful to the contractors and thank you for your patience as we welcome this innovative technology to the City.

### **Contact Information:**

Contractor issues **for UTOPIA projects ONLY:**

Talisha Bryan

[talisha@bjacksonconstruction.com](mailto:talisha@bjacksonconstruction.com)

**UTOPIA office:** 801-260-0988

cell: 385-910-6179

Landon Beatty

801-703-8993

### **UPDATE:**

Some residents of Pleasant Grove can now sign up for faster internet speeds using [UTOPIA](#) fiber.

Check the map below to see what area now has it available.

What is UTOPIA?

UTOPIA (Utah Telecommunication Open Infrastructure Agency) Fiber is a group of 11 Utah cities that joined together in 2004 to build, deploy and operate a fiber to the home (FTTH) network to every business and household within their communities. Using an active Ethernet infrastructure and operating at the wholesale level, they support open access and promote competition in all telecommunications services.

Pricing for this varies: Starting cost for 250/250 Mbps is about \$65/month. No taxes, fees, install costs, etc. There will be two separate bills given there are two entities involved: Utopia and whichever provider you choose. One bill to UTOPIA for \$30/month to lease our fiber and infrastructure and another bill to whichever ISP they choose on our network for about \$35/month.

For detailed info on pricing, visit their website here: <https://www.utopiafiber.com/residential-pricing/>

For questions about the installation process if you choose to sign up, visit this page:

<https://www.utopiafiber.com/installation-process/>

How do I sign up?

<https://www.utopiafiber.com/sign-up/#/start/>

You can also call UTOPIA Customer Service Department at 801-613-3880. There is no sign-up fee or installation fee for any resident.

Other FAQ's can be found here: <https://www.utopiafiber.com/faqs/>

Timelines are also posted on UTOPIA's website here: <https://www.utopiafiber.com/buildout-timelines/>

Questions about providers?

UTOPIA is unable to recommend one over the other as they work and partner with all of them, but I've attached a PDF that compares all of their features that should help people decide.

If any customers have issues or questions, just direct them to our If you have more questions and need to contact UTOPIA, please reach out to their customer service team at 801-613-3880 or via email at [support@utopiafiber.com](mailto:support@utopiafiber.com)