



AT&T U-Verse Facts and Questions

What is AT&T U-verse?

AT&T is launching its U-verse service in the Naperville area within the next month. This is an IP-based video service that integrates digital TV, high-speed internet and digital voice services delivered over a fiber network.

How will this product be delivered to your neighborhood?

Over the course of the next three years, AT&T will be installing approximately 135 U-verse utility cabinets throughout the city in an effort to provide AT&T's customers with the enhanced internet and television services. It is anticipated that 15 cabinets will be installed by the end of 2008. To minimize the area disrupted by construction, each U-verse cabinet will be located near existing AT&T utility facilities.

Why is the City of Naperville now allowing the cabinets to be installed?

After extensive negotiations between City of Naperville officials and AT&T representatives in Springfield, Ill., on June 30, 2007, the Cable and Video Competition and Consumer Protection Law of 2007 became effective in Illinois. The law enables the City of Naperville to identify less sensitive areas in which AT&T U-verse cabinets can be located to minimize the visual impact of the U-verse cabinets while providing Naperville residents with a choice of providers to meet their digital communication and entertainment needs.

Where will these cabinets be located?

All cabinets will be located near existing AT&T utility facilities, the majority of which are located on public property in the parkway. However, a small number of U-verse cabinets may be located within public utility easements on private property if a suitable location cannot be provided on



Naperville

publicly owned property. Cabinet installation can only commence after a City of Naperville construction permit has been approved. Cabinet installation will occur within a set area within 90 days of a permit being approved.

Will this new installation leave the parkway near my property permanently damaged?

Upon completion of installation, all areas affected by construction activity will be restored to their original condition and inspected by city officials. *City officials will oversee each step of the installation and restoration process.* Each cabinet site will be evaluated after the installation is complete to determine if additional landscaping is required in the immediate area to restore it to its original condition. Additional information regarding the city's landscaping efforts will be available on the city's Web site at www.naperville.il.us/uverse.aspx in early 2009, prior to the spring planting season.

How large are the U-verse cabinets?

The average size U-verse cabinet is approximately 60 inches high by 40 inches wide. Some cabinets may be smaller depending on the existing AT&T utilities located in the area.

If I have questions, concerns and complaints, where can I go for more information?

There are two individuals you can contact with questions, concerns and complaints:

AT&T:

Valerie A. Bruggeman
Director External Affairs
AT&T-Illinois
(630) 462-6030

City of Naperville:
Greg Jones



Project Manager
City of Naperville
(630) 305-4028
JonesG@Naperville.il.us

Additional information regarding the upcoming construction work can be obtained at www.naperville.il.us/uverse.aspx. All interested parties are invited to visit the city's Web site, which will continuously track the progress of AT&T's installation efforts.

For more information on AT&T's U-verse service, visit <http://uverse.att.com>.