

NESC SERVICE REQUEST FLOWCHART

NESC

CUSTOMER

PRELIMINARY ENGINEERING

- Type of Construction
- Route & Distance
- Permitting – Utility Mapping Request

INQUIRY

- Provide a site list
- Connection Information (Speed, Internet, Contract Term, etc.)

PRELIMINARY COST ESTIMATE

- Estimate construction cost per site
- MRC estimate per site

SERVICE REQUEST

- Identify Site(s) requiring service
- Identify connection requirements

FIELD ENGINEERING SURVEY (FES)

- Mapping & Staking
- Unit Tabulation
- Inside Wiring Requirements (if applicable)
- Permitting – Application Process

SERVICE AGREEMENT PREPARATION

- Master Service Agreement (if applicable)
- Network Service Agreement
- Master Space & Power Agreement (if applicable)

SERVICE AGREEMENT SIGNED

- Sign MSA and return to NESC (if applicable)
- Sign NSA and return to NESC
- Sign MSPA and return to NESC (if applicable)

COMPLETION TIMELINE

- Estimated timeline per site

SITE SCHEDULE REQUEST

- Identify site completion priority

CONSTRUCTION SCHEDULE

- Site list with estimated start date and completion date.

TYPICAL CONSTRUCTION SEASON = JUNE 1st – OCTOBER 31st