



Frequently Asked Questions about Fiber Optic Installations on or near Your Property

Background: Fiber network installations by private companies are on the rise in The City of Colorado Springs (City). The purpose of this informational sheet is to provide additional information regarding the requirements for these companies, the basis of their authority, and how residents can direct concerns or problems.

Question: Are these companies allowed to do these installations? What are the requirements?

Answer: Yes, private companies are allowed to install fiber within the public right-of-way (ROW). The City requires these companies to possess an excavation license and obtain permits for any work performed within the ROW. The City's ROW Team approves and oversees these permits and then inspects any restoration within the ROW.

Question: What gives these companies the authority to perform this work?

Answer: Colorado state laws and the Federal Communications Commission (FCC) allow private companies to install fiber so long as they meet municipal guidelines (in our case, pulling the proper permits). For more information, please reference the following State laws:

- 38-5.5-101(2)(c)
- 38-5.5-103(1)
- 38-5.5-102(6)
- SB19-107

Question: One of these companies damaged my private property. What can I do?

A: You will need to contact the company. The City has a list of contacts it may provide, depending on who did the work. Please contact Right-of-Way Permitting Supervisor Mike Kelso to obtain the proper contact information. Mike can be contacted at michael.kelso@coloradosprings.gov or 79-385-5977. Additionally, provider contact information can be found at this link for the City's [Cable Franchise Agreements](#).

Question: Where are my property lines? Where are my easements?

Answer: Please visit the El Paso County Assessor's website or review your personal property documents to acquire this information. Online: <https://assessor.elpasoco.com/>

Question: Do these companies have the right to go in my back yard?

Answer: Many properties have a backyard public utility easement. Most of the fiber installation currently ongoing in the city is for private companies. These private companies do not have agreements with the City to utilize these public utility easements. Please visit <https://coloradosprings.gov/right-way-management> for more information.