



REGARDING AT&T FIBER-OPTIC CABLE INSTALLATION IN WINSLOW FARM

WFCA has no authority nor responsibility in this situation. The WFCA Board was never consulted. We were not asked, nor provided any permission for AT&T to begin work.

WFCA homeowners have a variety of complaints. Some small, some serious. Each case is individual and situated on private, not community property. AT&T handles complaints individually. A search of the internet shows that people have been making identical complaints about AT&T's fiber installation for more than 5 years. No narrative is listed as a success story.

- Because we all have utility easements, as a utility, AT&T has the right to be on our property and make their installation without our permission.
 - AT&T uses subcontractors to do the installation work. That subcontractor may also be hiring their own subcontractors to do parts of the actual work. This fact alone makes it difficult to seek accountability.
 - **AT&T insurance and the handler of complaints to AT&T is a third party called Sedgwick.**
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Although WFCA has no authority in this matter, we have found the following information online to help homeowners communicate and hopefully resolve their issues with AT&T.

FILE A NEW CLAIM:

Note: human life, health, or safety is threatened by damage to electrical, water, or sewer lines, mitigate your damages by calling your local electrical company or a local plumber to help you with the immediate problem.

According to David, AT&T Community Specialist: as an AT&T customer: For damage to yards, plants, or bushes, please contact the BWIRE group at: bwire@att.com or:

800.924.9420, prompt 2. Hours: 7:30 am - 6 pm ET (Monday - Friday).

If the claimant is not an AT&T customer, then call the Telco Repair Group at 866.410.7414.

Claim Information: AT&T claims are handled through a third-party administrator, Sedgwick.

Call AT&T at 1-800-288-2020 and let any agent know that you'd like to open a new claim against AT&T. They will ask you a series of questions related to the incident and provide you with a claim number. Once a claim has been filed, a Sedgwick adjuster will contact you within 3-5 business days to interview you about the incident. **Please ensure that you take photos of the damage/ incident.**

Please note that "in accordance with the Bloomington Municipal code§ 12.04.010, property owners are responsible for keeping the sidewalks adjacent to their properties in good repair. In addition to putting in a claim to AT&T, you can get information from (an actual person) at: City of Bloomington Street Department at 812-349-3448. (Ask about any city assistance programs to homeowners for repairing sidewalks.) If a city-owned sidewalk is damaged, contact the city.

TRACK AN EXISTING CLAIM

If an AT&T representative has given you a submitted claim number and you haven't heard anything in 2 (two) business days, or you've already filed a claim and want to follow up, you can go to www.mysedgwick.com and register as a new user using your submitted claim number. You can frequent the site for claim updates and also contact your Sedgwick adjuster.

Additional Recommendations:

- Each homeowner who has been impacted should contact both the city government (U-Report and/or the Mayor's office) and our City Council rep, Isabel Piedmont-Smith at: piedmoni@bloomington.1n.gov
- Contact the subcontractor, J&K Underground Utility: phone #812-278-6283

We hope this information helps. If you have additional information to share, please contact us:

(812) 824-3230

pegasus.properties@gmail.com

WFCA Board of Directors