



East Lansing
Public Schools

509 Burcham Drive, East Lansing, MI 48823
Technology & Media Services Department
(517) 333-7418 Phone

December 17, 2025

It is the intent of the East Lansing Public Schools to contract with Fiber Link Inc SPIN #[143049070](#) for FY26 Fiber Maintenance. It is understood that the final confirmation is dependent upon E-Rate funding approval. The final bid amount is for 75 block hours of estimated annual routine maintenance based on the Fiber Link bid. The breakdown is as follows:

Hour block to include repairs and emergency call outs	\$17,500.00
Estimated cost of replacement parts	\$7,500.00
Miss Dig On-Site Locating	\$3,000.00
Total	\$28,000.00

This document along with the signed contract represents the contract between East Lansing Public Schools and Fiber Link Inc for fiber maintenance as it occurs throughout FY26.

Christian Palasty
Director of Technology & Media Services
East Lansing Public Schools

1 Year - Maintenance Agreement

FACILITY MAINTENANCE AND LOCATING AGREEMENT – FIBER LINK, INC. and East Lansing Public Schools

THIS INDEPENDENT CONTRACTOR AGREEMENT ("Agreement") is made this _____ day of _____ 202_, by and between the East Lansing Public Schools, 509 Burcham Drive, East Lansing, MI 48823 and Fiber Link, Inc., a Michigan corporation, of 3529 West Genesee Road, Suite 6, Lapeer, MI 48446.

Statement of Facts

East Lansing Public Schools wishes to retain Fiber Link, Inc. as an independent contractor under the terms and conditions of this Agreement. Fiber Link, Inc. wishes to accept this appointment under the terms and conditions described below.

Agreement

In consideration of the facts stated above and the mutual covenants contained in this Agreement, East Lansing Public Schools and Fiber Link, Inc. agree as follows:

1. **Services.** Fiber Link, Inc. agrees to provide East Lansing Public Schools with the following services (the "Services"):

(a) **Network Drawings and Scope of Work** – East Lansing Public Schools agrees to provide Fiber Link, Inc. with the maps and/or all known updates thereto reasonably necessary to locate its underground facilities. East Lansing Public Schools also agrees to provide Fiber Link, Inc. with the maps and/or all known updates thereto to all above-ground and building entrance facilities as applicable within the scope of this contract for use in emergency and scheduled maintenance activity. Any such maps, drawings, sketches, or other technical information either oral, written or otherwise furnished or disclosed to or obtained by Fiber Link, Inc. in the performance of this Contract shall remain the property of East Lansing Public Schools. All copies of such information shall be returned to East Lansing Public Schools upon written request or at the completion of the Contract unless such materials were previously known to Fiber Link, Inc. free of any obligation to keep them confidential, or subsequently been made public by East Lansing Public Schools. All such materials shall be kept confidential by Fiber Link, Inc., its agents, servants, and employees, and shall be used only in the performance of this Contract and may not be used for other purpose except upon such terms as may be agreed upon by East Lansing Public Schools in writing. This obligation of confidentiality shall survive the termination of the Contract. Fiber Link, Inc. shall be liable to East Lansing Public Schools for any breach of the covenant by any of its agents, servants or employees.

(b) **Locating Labor, Materials, and Equipment** - Fiber Link, Inc. shall furnish all labor, materials, and equipment necessary to perform the obligations contained herein including marking paint and marking flags (marked with "WARNING – Fiber Optic Cable"). East Lansing Public Schools will provide maps and/or drawings required to be

furnished by East Lansing Public Schools in Section (a) of the Services portion of this Contract.

(c) **“MISS DIG” Ticket Management and Locating Services** - Fiber Link, Inc. shall turn new routes into the Michigan underground locating organization (“MISS DIG”) as they are designed and completed by Fiber Link, Inc. or made available by East Lansing Public Schools, screen locate tickets, field locate applicable tickets, and be present at “joint meetings” as called for through MISS DIG. Fiber Link, Inc. personnel shall also be available for “after-hours” emergency call-outs. Facility locating services will be performed according to industry standard practices and local requirements. Pricing for the above-mentioned services are described in **Exhibit A**.

(d) **Annual Network Ride-out** – A Fiber Link, Inc. technician will visually inspect the entire East Lansing Public Schools outside plant fiber optic network on an annual basis as requested. The technician shall provide a report of any network damage, necessary preventative maintenance, road or pole-line projects, or other areas of potential impact to the performance of the East Lansing Public Schools outside plant fiber optic network. This report will be in a format mutually agreed upon by Fiber Link, Inc. and East Lansing Public Schools. This report will be submitted to East Lansing Public Schools within 10 days of the ride-out. Fiber Link, Inc. and East Lansing Public Schools representatives will jointly agree upon a course of action to remedy the findings of the network ride-out, as necessary. Pricing for the above annual network ride-out is described in **Exhibit A**.

(e) **Routine Maintenance** – Fiber Link, Inc. will field and act on routine OSP maintenance requests as determined by the Fiber Link, Inc. field employees, observances of East Lansing Public Schools personnel, or notification by relevant ROW owners or their agents. Fiber Link, Inc. will coordinate and schedule with East Lansing Public Schools personnel for any routine maintenance and required scheduled network outages, which is mutually acceptable and within industry standards per project. Fiber Link, Inc. will appoint a “point person” to the East Lansing Public Schools account. Routine Maintenance issues shall consist of Power Company transfer and reroute requests, structure rehabilitation, underground relocation requests, road projects, house moves, and other routine maintenance items. Actual construction material and labor will be invoiced under the terms of this agreement.

(f) **Unscheduled, Urgent, or Emergency Maintenance and Repair** – During the Term, Fiber Link, Inc. shall perform all required Unscheduled Maintenance of the East Lansing Public Schools Backbone Fiber Network as described below. Non-routine maintenance and repair of the East Lansing Public Schools Backbone Fiber Network that is not included above, as Scheduled Maintenance shall be referred to herein as “Unscheduled Maintenance.” Unscheduled Maintenance will consist of:

1. “Emergency Unscheduled Maintenance” in response to an alarm identification, notification by East Lansing Public Schools or notification by any Third Party of any failure, interruption or impairment in the operation of the East Lansing Public Schools Backbone Fiber Network, or any event or circumstances imminently likely to cause the failure, interruption or impairment in the operation of the East Lansing Public Schools Backbone Fiber Network.

2. "Non-Emergency Unscheduled Maintenance" in response to any potential service-affecting situation that is reasonably likely to result at some point in the future in any failure, interruption or impairment in the operation of the East Lansing Public Schools Backbone Fiber Network, and that is not covered by Scheduled Maintenance.
3. Fiber Link, Inc. will hire or contract trained and qualified maintenance personnel that will be available for dispatch twenty-four (24) hours a day, seven (7) days a week. Subject to delay caused by Force Majeure, Fiber Link, Inc. shall respond to any Emergency Unscheduled Maintenance required for the East Lansing Public Schools Fibers within three (3) hours after becoming aware of the need for it. Fiber Link, Inc. shall use commercially reasonable efforts to complete any Emergency Unscheduled Maintenance within six (6) hours after repair personnel arrive at the problem site and have access to the damaged cable. In order to accomplish such objective, it is acknowledged that the repairs so affected may be temporary in nature. In such event, promptly after completion of any such Emergency Unscheduled Maintenance, Fiber Link, Inc. will commence its planning for permanent repair, and thereafter promptly implement such permanent repair within an appropriate time thereafter. Splicing of fibers in Emergency Unscheduled Maintenance shall be performed on a rotational basis throughout the Cable without discrimination in favor of the strands of East Lansing Public Schools, or any other authorized user of East Lansing Public Schools Backbone Fiber or any Third Party. Fiber Link, Inc. shall use commercially reasonable efforts to complete any Non-Emergency Unscheduled Maintenance within ten (10) business days after becoming aware of the need for it. East Lansing Public Schools acknowledges that Fiber Link, Inc.'s access to the East Lansing Public Schools Backbone Fiber Network to perform Unscheduled Maintenance is subject to the terms and conditions of the Pole Attachment Agreements, MTA right of way permits and other permit or contractual agreements existing for the East Lansing Public Schools Backbone Fiber Network. Fiber Link, Inc.'s representatives that are responsible for initial restoration of a cut Cable will carry in their vehicles the typically appropriate equipment that would enable a temporary splice, with the objective of restoring operating capability in as little time as possible. East Lansing Public Schools will maintain and supply an inventory of spare Cable in one or more storage facilities supplied and maintained by Fiber Link, Inc. at such locations that Fiber Link, Inc. in its reasonable judgment deems appropriate to facilitate timely restoration.

(g) **Notice and Cooperation.** Fiber Link, Inc. shall provide a call-out list (Exhibit C) that East Lansing Public Schools may call should failure, interruption, or impairment of the East Lansing Public Schools Fibers occur. Such call-out list will be staffed on a 24-hour basis, 7 days a week, including holidays, by an employee with authority (or the ability to contact a supervisor with authority) to make decisions and implement emergency repair services under this Agreement. The supervisor on duty will initiate restoration service and coordinate restoration activity. Fiber Link, Inc. shall use

commercially reasonable efforts to provide East Lansing Public Schools with a report of progress or lack thereof in restoring operation of the East Lansing Public Schools Fibers at four-hour intervals. East Lansing Public Schools shall cooperate with Fiber Link, Inc.'s efforts to effect an emergency restoration. East Lansing Public Schools acknowledges that Fiber Link, Inc. has no obligation to maintain any electronic monitoring that would deliver an alarm to Fiber Link, Inc. upon a cut of the East Lansing Public Schools Fiber. Such monitoring will be maintained by East Lansing Public Schools to notify its own operating personnel of a likely fiber outage.

2. **Duration.** The duration of this Agreement shall run yearly from _____ and be renewable with the mutual consent of both parties. Notwithstanding the preceding sentence, at any time either party may terminate this Agreement by providing the other party with ninety (90) days' prior written notice of termination. In the event of termination, Fiber Link, Inc. shall be paid up to the date of termination for all services rendered by it to East Lansing Public Schools.

3. **Compensation.** Fiber Link, Inc. shall invoice East Lansing Public Schools for the above-mentioned materials and services from the fee schedule as described in **Exhibit B**. Such invoices shall be due and payable thirty (30) days from date of invoice. If the invoice charges as billed are not paid in full by the due date, Fiber Link, Inc. will assess late payment charges to East Lansing Public Schools equal to the lesser of one and one-half percent (1-1/2%) per month or the maximum rate allowed by law of the balance due, until the amount due, including late payment charges, is paid in full.

4. **Materials and Equipment.** Fiber Link, Inc. shall furnish all installation equipment, vehicles, tools, and supplies necessary to carry out the terms of this Agreement. Fiber Link, Inc. shall provide an itemized invoice to East Lansing Public Schools for all labor and materials used to carry-out the terms of this agreement.

5. **Relationship between the Parties.** Fiber Link, Inc. is an independent contractor under the terms of this Agreement. Fiber Link, Inc. is not an agent, partner or employee of East Lansing Public Schools and is not entitled to the benefits or liability coverage provided by East Lansing Public Schools to its employees. Nothing in this Agreement shall be construed to hold East Lansing Public Schools responsible for any worker's compensation, FICA, withholding tax, unemployment compensation, or any other payment for which Fiber Link, Inc. must provide or answer on behalf of Fiber Link, Inc.

6. **Repair Obligation.** Should the Services or products furnished under this Agreement fail to meet reasonable industry standards or contain defects in materials or workmanship and be reported to Fiber Link, Inc. within sixty (60) days of the date the Services or products were last provided, Fiber Link, Inc. shall promptly re-perform the nonconforming Services, and repair or replace the nonconforming products within a reasonable time frame not to exceed 15 days. Such re-performed work and replaced products will be completed and provided at the sole cost of Fiber Link, Inc.

7. **General Limitation of Liability.** East Lansing Public Schools remedies, other than pursuant to Paragraph 9 below, for Fiber Link, Inc.' liability shall be limited in accordance with this Paragraph 7. Fiber Link, Inc.'s liability for any and all

losses and damages to East Lansing Public Schools resulting from any breach of any warranty by which East Lansing Public Schools may be bound, delay or failure to deliver Services, breach of agreement or any other cause whatsoever, including the negligence of Fiber Link, Inc., shall in no event exceed the consideration for the particular Services with respect to which defects, losses or damages are claimed. IN NO EVENT SHALL EAST LANSING PUBLIC SCHOOLS OR ANY OF EAST LANSING PUBLIC SCHOOLS CUSTOMERS OR ANY END USERS BE ENTITLED TO RECOVER ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY COMMERCIAL LOSS OR INJURY TO ANY PERSON, WHETHER OR NOT SAID DAMAGES ARE CAUSED, IN WHOLE OR IN PART, BY ANY DELAY, FAILURE, NONPERFORMANCE OR NEGLIGENCE OF FIBER LINK, INC., OR THE BREACH BY FIBER LINK, INC. OF ANY OF THE TERMS OF SALE CONTAINED HEREIN OR ANY OTHER TERM OR CONDITION MADE A PART OF THE CONTRACT BETWEEN FIBER LINK, INC. AND East Lansing Public Schools.

8. **Nondiscrimination.** Fiber Link, Inc. shall not discriminate against a person to be served or an employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment because of race, color, religion, national origin, age, sex, sexual orientation, disability, height, weight, marital status, or political affiliation that is unrelated to the individual's ability to perform the duties of a particular job or position,. Fiber Link, Inc. shall adhere to all applicable Federal, State and local laws, ordinances, rules, regulations, and policies prohibiting discrimination, including, but not limited to, the following:

- (a) The Elliott-Larsen Civil Rights Act, 1976 PA 453, as amended;
- (b) The Persons with Disabilities Civil Rights Act, 1976 PA 220, as amended;
- (c) Section 504 of the Federal Rehabilitation Act of 1973, PL 93-112, 87 Stat 355, as amended, and rules adopted there under;
- (d) The Americans with Disabilities Act of 1990, PL 101-336, 104 Stat 327 (42 USCA § 12101 et seq.), as amended.

9. **Indemnification.** Each party to this Agreement ("Indemnifying Party") shall Indemnify and hold the other party, its agents and employees ("Indemnified Party") harmless from and against any and all claims and causes of action brought against the Indemnified Party and from any and all damages, losses, expenses, attorney fees, costs and liabilities sustained by the Indemnified Party in which the Indemnified Party is named as a result of the negligent, grossly negligent or intentional acts or failure to act by the Indemnifying Party, its employees or agents, while performing its obligations hereunder, which result in death, personal injury, or tangible property damage, or arising out of any claimed defect in the Services or breach of any provision of this Agreement. This indemnification is contingent upon the Indemnified Party providing the Indemnifying Party with prompt written notice of such claim, information, reasonable assistance in the defense of such action, and sole authority to defend or settle such claim.

10. **Insurance.**

(a) Each party shall, at its own expense, obtain and keep in full force and effect at all times for the duration of this Agreement, with a carrier or carriers reasonably satisfactory to the other party, insurance policies of the following kinds and in the following amounts. All coverages shall be with insurance companies licensed and admitted to do business in the State of Michigan and with insurance companies acceptable to the other Party and have a minimum A.M. Best Company's Insurance Reports rating of A or A- (Excellent).

(i) Workers' Disability Compensation insurance including Employers Liability Coverage in accordance with all applicable laws;

(ii) Employer's liability insurance with limits for employer's liability of \$500,000 per accident;

(iii) Comprehensive bodily injury and property damage liability insurance, including automobile insurance, contractual liability insurance, products and completed operations, independent contractors coverage and broad form general liability endorsement or equivalent, in at least the following amounts:

Bodily injury to any one person	\$1,000,000
Bodily injury aggregate per occurrence	\$1,000,000
Property damage in any one accident	\$1,000,000
Property damage aggregate per occurrence	\$1,000,000

Upon request of a party, the other party shall furnish certificates of such insurance and/or copies of the applicable policies and each policy shall provide that no change or cancellation shall become effective except upon twenty (20) days' prior notice of such change or cancellation. In the event of any change or cancellation not acceptable to a party, the party may demand replacement coverage. Upon the failure to obtain replacement coverage within twenty (20) days after such demand, the demanding party may obtain replacement coverage and deduct all premiums therefore from amounts otherwise due the other party or demand and receive immediate payment of all such premium costs.

(b) Additional Insured - Commercial General Liability Insurance, as described above, shall include an endorsement stating the following shall be "Additional Insured's": East Lansing Public Schools, all elected and appointed officials, all employees and volunteers, all boards, commissions and/or authorities and board members, including employees and volunteers thereof.

11. **Force Majeure.** In no event shall East Lansing Public Schools have any claim or right against Fiber Link, Inc. for any failure of performance due to causes beyond its control, including but not limited to: acts of God, fire, explosion, vandalism, terrorism, cable cut, storm, flood or other similar occurrences; any law, order, regulation, direction, action or request of the United States Government, or of any other government,

including state and local governments having or claiming jurisdiction over Fiber Link, Inc. or of any department, agency, commission, bureau, corporation, or other instrumentality of any federal, state, or local government, or of any civil or military authority; national emergencies; unavailability of materials or rights-of-way; insurrections; riots, wars; or strikes, lock-outs, work stoppages, or other labor difficulties, supplier failures, shortages, breaches or delays.

12. **Remedies.** The parties hereto shall have all rights and remedies specified herein in addition to those provided by the laws of the State of Michigan. All such rights and remedies are cumulative. No delay or failure by either party to exercise any right or remedy shall impair in any manner whatsoever any of such rights or remedies or be construed to be a waiver of any breach or acquiescence therein, and any single or partial exercise of any such right or remedy shall not preclude other or further exercise thereof or the exercise of any other right or remedy.

13. **Authority of Agents.** No agent, employee or representative of Fiber Link, Inc. has any authority to bind Fiber Link, Inc. to any affirmation, representation or warranty concerning the Services, other than the affirmations and representations specified in this Agreement. Any affirmation, representation or warranty is hereby expressly excluded and deemed to be unenforceable irrespective of when the same may be made.

14. **Confidentiality.** Each party acknowledges that they may be disclosing certain confidential and proprietary information to each other in connection with the Services, including, but not limited to, prints, specifications, pricing, methods and processes (the "Confidential Information"). Both parties agree not to use the Confidential Information for their own purposes or benefit or to provide access to the Confidential Information to any third party for a period of five (5) years from the date of termination of the contractual agreement between Fiber Link, Inc. and East Lansing Public Schools.

15. **Attorney Fees.** In the event suit is brought or an attorney is retained by any party to this Agreement to enforce the terms of this Agreement or to collect any money as due hereunder or to collect any money damages for breach hereof, the prevailing party shall be entitled to recover, in addition to any other remedy, the reimbursement for reasonable attorney fees, court costs, cost of investigation and other related expenses incurred in connection therewith.

16. **Successors and Assigns.** Except as provided in this paragraph, East Lansing Public Schools shall not assign this Agreement to any other party without the prior written consent of Fiber Link, Inc. which consent shall not be unreasonably withheld; provided, however, that without such consent, East Lansing Public Schools shall have the right to assign, sublet or otherwise transfer this Agreement, in whole or in part, to any parent, subsidiary or affiliate of East Lansing Public Schools or to any person, firm or corporation which shall control, be under the control of, or be under common control with East Lansing Public Schools, or any corporation or entity into which East Lansing Public Schools or a subsidiary of East Lansing Public Schools may be merged or consolidated or which purchases all or substantially all of the assets of East Lansing Public Schools or a subsidiary of East Lansing Public Schools.

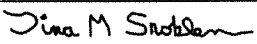
17. **Entire Agreement.** This Agreement, and any agreement to which it refers, contains all of the terms of the agreement between the parties with respect to this subject matter and may be amended only by a writing signed by all of the parties to this Agreement.

18. **Severability.** The unenforceability of any provision of this Agreement shall not affect the enforceability of the remaining provisions of this Agreement.

19. **Governing Law.** This Agreement shall be governed by, and construed in accordance with, the laws of the State of Michigan.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the date and year first written above.

This Agreement is entered into as of the date of the Signature and is executed in at least two original copies, one of which is to be delivered to the Contractor and one to the Owner.

Attn:	Tina M Snoblen , President
Contractor's Name:	Fiber Link, Inc., Inc.
Contractor's Address:	3529 West Genesee Road, Suite 6
	Lapeer, MI 48446
Signature:	 Date: 12-11-2025

Attn:	Christian Palasty, Director of Technology
School District Name	East Lansing Public Schools
School District Address	509 Burcham Drive
	East Lansing, MI 48823
Signature:	Date:

Signature:	Date:

EXHIBIT A

DETAILED SPREADSHEET FOR REPORTING UNIT COSTS

VENDOR BID SUMMARY			
ITEM	DESCRIPTION	UNITS	TOTAL
A	ANNUAL STAKE AND LOCATE SERVICE, INCLUDING “LOCAL CALL BEFORE YOU DIG” PARTICIPATION	1 TIME SET UP	\$950.00
B	ANNUAL NETWORK “INSPECTION” AND SURVEY	YEARLY	\$8,000.00
C	IF ANY, FIXED FEE FOR RETENTION OF SERVICE	0	N/A
D	MISS DIG MARKING COSTS	PER 1 LOCATION	PER CONTRACT PRICING

A-1:

MISS DIG REGISTRATION WILL REQUIRE THE DEVELOPMENT OF COMPLETE AND ACCURATE “AS-BUILT” DOCUMENTS IN ORDER TO VERIFY THE LOCATION OF BURIED FACILITIES. FOR ALL CABLE FACILITIES INSTALLED BY OTHER VENDORS

B-1:

THE FEE IS BASED UPON PERFORMING THE SURVEY WITH ACCURATE “AS-BUILTS” BASED ON THE NUMBER OF MILES OF THE FIBER OPTIC CABLE NETWORK. THIS ITEM DOES NOT INCLUDE THE COST OF REPAIRS. THE SYSTEM SURVEY IS PERFORMED BY STAFF WITH ENGINEERING, DESIGN AND CONSTRUCTION CODE EXPERTISE. AFTER THE SURVEY IS COMPLETED A DETAILED COST SPREADSHEET WILL DETERMINE THE ADDITIONAL COSTS OF REPAIRS NEEDED.

C-1 N/A

D-1

MISS DIG MARKING COSTS ARE INVOICED MONTHLY AND BASED PER TICKET/LOCATION WHEN DETERMINED THEY ARE NEEDED – SEE MISS DIG MONITORING AND LOCATING FEE SHEET EXHIBIT C

EXHIBIT B

CALL OUT LIST – FIBER LINK, INC., INC

FIBER LINK, INC., Inc.	CALL-OUT No's	
24-7 Contact Number:	800-313-2891	
	Office: 810-667-2891	
	Fax: 810-667-3120	
Contact Person	Phone Number	Email
Tina M Snoblen	810-441-4866	tsnoblen@fiberlinkinc.com
<i>President</i>		
Chad Langworthy	810-730-1876	chadl@fiberlinkinc.com
<i>Technical Services Manager</i>		
Joel Jarvis	810-358-4160	jjarvis@fiberlinkinc.com
<i>Technical Services Manager</i>		
Tom Heyworth	810-441-3038	
<i>Technical Services Manager</i>		
Scott Bennett	810-620-6779	
<i>Technical Services Manager</i>		

EXHIBIT C

Miss Dig Fees

Our fees and a description of services are as follows:

1. Set Up fee – a one-time fee of \$950.00 This covers our cost to review all underground locations and check for locate wire to verify locations can be marked properly and to work with Miss Dig to transfer all Miss Dig locations for the continued enrollment. That would include cable in the public right of way as well as cable buried on your property.
2. Monthly Fee - a per Miss Dig ticket fee of \$9.75. This covers the cost to monitor all Miss Dig notifications received at our office and to determine if a network cable is in the area of the notification. We then respond to each notification to either clear the notification ticket, or schedule a site visit to the area. If it is likely that a network cable is in the notification area, we inform Miss Dig accordingly and dispatch one of our locate staff members to the area and mark the cable path. We provide a monthly log of all notifications with our monthly invoice.
3. Monthly Fee - a per hour charge of \$82.00 minimum 1.5 hours – per onsite locate. Weekdays outside of business hours of 7:30am to 4:00pm and all day Saturday are invoiced at time and a half – Sundays/Holidays are invoiced at double time. This covers the cost to have our locate Tech visit the area and locate the cable. Please note that the majority of notifications (about 95%) will not require an on-site visit.

Our service includes a 24/7 notification and response capability, which is included in the above pricing.

Fiber Link, Inc., Inc. – Miss Dig Procedure:

We are setup with a 24/7 monitoring system through Miss Dig. Miss Dig receives a call from a contractor/resident doing work at a particular location. Miss Dig maps the location and gets a grid number that the location is associated with. With this grid number, Miss Dig can then determine which member codes have underground utilities in the area and send them a locate request via email. If it is after hours and an emergency locate, then they will call our on call phone and relay the details. After we received the ticket request, we determine which member/members are in this area and search our mapping database to determine if an on-site locate is necessary. If no on-site locate is necessary, we then clear the ticket for the member with Miss Dig through their positive response system. If an on-site locate is necessary, we visit the site and locate the underground fiber cable, with paint and flags. We then submit the marked location to Miss Dig through their positive response system.

You will receive a monthly invoice from Fiber Link, Inc., Inc. that will vary each month depending on number of tickets received and number of on-site tickets that are completed. This invoice will include two separate amounts: total for number of tickets received and total for number of on-site locates completed.

Miss Dig System will directly invoice their fees annually