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June 5, 2025 Albuquerque Dept of Municipal Development

***Hearing for Notice of Proposed Rulemaking - Regulations Governing Public Right-of-Way
Excavation and Barricading for Fiber Infrastructure Purposes***

Good afternoon, my name is Carlos Rosas. I'm the Senior Vice President and General Manager of the Southwest Region and an Albuquerque resident. Thank you for the opportunity to provide public comment on behalf of Eze Fiber.

Eze Fiber is authorized by the City of Albuquerque to expand high-speed fiber infrastructure; and we take our responsibilities to this community seriously.

We appreciate the City's leadership in modernizing its broadband access and ensuring that residents benefit from reliable, future-ready internet service.

We have submitted detailed written testimony in advance of today's hearing, but I want to highlight a few key items for your consideration.

First, I'd like to emphasize that Eze Fiber already complies with the majority of the rules outlined in the notice of advanced rulemaking. We support the spirit of the rules—greater transparency, clear communications with residents, and higher standards for performance. These are values we share.

That said, we do have issues with some of the proposed changes, and we appreciate the opportunity to provide input on how to make them more workable in practice.

We are a customer-first company. Our operations and corporate escalations teams already respond to homeowner concerns within 24 hours. When a concern is escalated, our team collaborates directly with the resident and our field crews to resolve it quickly and fairly.

However, construction, by nature, is disruptive, and unfortunately, there will always be complaints. To have language that says "excessive" is not measurable and not practical. Industry-wide, a primary reason for utility hits is due to mis-marked utility lines, as is the case here in Albuquerque.

Taking on a major fiber infrastructure project like this comes with a significant construction undertaking. We feel the solution is to partner with the city to further educate the public.

Public education is a valuable asset that would aid in resolving resident inquiries. We are committed to finding a solution that meets the needs of the administration and the general public.

Thank you for your time.