



## Fiber internet installation process

Installation can often be completed in a single visit. Unless fiber is brand new to your property, in which case a second visit may be required, as there are two steps to delivering fiber to your home:

### Step 1 Fiber is brought to your property line

Some homes are connected to the fiber network via existing underground conduit, some are connected via overhead wiring to your home and some require a new buried line from the street to your home.

In this case, utility markings known as “locate paint” are required to ensure that other utilities aren’t disturbed. This work may need to be completed separately from your scheduled installation date.

### Step 2 It’s connected to your home

On installation day, someone over the age of 18 must be available to allow the technician access to the inside and outside of your home and to discuss hardware placement.

Our uniformed, badge-wearing and shoe-covering technician will talk you through the steps of the installation to ensure that you are happy with how your fiber internet is being connected.

When possible, our technician will use an existing point of entry to bring the fiber into your home. However, in some cases, it’s necessary to drill a small hole.

During the appointment, the technician will install a small utility box called an optical network terminal (ONT) outside or inside your home. Once the terminal box is hooked up to the network and everything has been plugged in, the technician will work with you to install your router and any WiFi extenders in locations that ensure the best possible coverage.

When finished, the technician will run a speed test to show the speeds you’re receiving through your router.

