

YOU'LL BE
SPEEDING
ALONG
IN NO TIME.



We'll be installing your fiber internet service soon. Here are a few tips & things to expect so you can be prepared for your installation appointment.

Install Procedures

Fiber optic cables are responsible for carrying data at extremely high rates of speed in to your home. Those cables will typically follow the same route to your house as your power.

If You Have Overhead Power Lines

There is an attachment point on the side of the house to hold the fiber optic cables.

- A small box will be mounted to the side of the house. This box protects the fiber.
- From that box, fiber runs inside the house to the energynet equipment location.
- Fiber may run under the house in the crawl space; if your home is slab construction, the fiber may run through the attic. Please make sure that our installer will have access to crawl space or attic access points.

If You Have Underground Power

If your power is underground, we will install fiber underground to the side of house. Underground installations require reasonably dry ground to prevent damage to your yard, so your installation appointment may be impacted by weather.

- Your underground utilities must be located and marked so that we don't damage them during install. We will contact 811 and other utilities to mark cable/telephone lines and utilities. Water and electric lines are also marked, so your yard may be marked with paint or flags. Please do not move flags or remove paint marks.
- Please let installers know if you have a sprinkler system, invisible dog fence or other buried lines in your yard

Fiber is directly buried and not in conduit. We use a small plow that slits the ground and inserts fiber. After install, this should not be very noticeable. Following the installation of the fiber optic cables,

- A small box will be mounted to the side of the house. This box protects the fiber.
- From that box, fiber runs inside the house to the energynet equipment location.
- Fiber may run under the house in the crawl space; if your home is slab construction, the fiber may run through the attic. Please make sure that our installer will have access to crawl space or attic access points.

Appointments for your installation may take between 1-4 hours, depending on the complexity of the setup for your home.

Things to Consider Before Your Installation Appointment

- What is the most central location for our installer to place the energynet equipment for best wifi coverage for your entire house?
- Where do you expect to use the internet? Let the installer know about
 - game consoles
 - televisions using internet connections
 - bedrooms
 - anywhere you expect to use the internet
- Are there any problem spots with wifi in your home with your current provider? Let our installer know.

Our installer can work with you to determine the best location for the equipment to be installed for the greatest coverage. Larger homes may benefit from purchasing a wifi extender to ensure that service extends throughout the home.

What the Installer Brings

- We will provide a router. There is no additional cost for this router, it is included with your service.
- We will provide one wifi extender when necessary at no charge. If necessary, a second wifi extender can be provided at \$5.00/month. Our installer will discuss your needs before installing a second wifi extender.

Post-Install Tips

- If you use an energynet router, our technicians can assess interference issues and recommend corrections. An energynet router is included with your service.
- Wifi coverage can suffer from interference inside your house or from your neighbors
- Wired devices typically perform better than wireless devices. For best results, game consoles should be directly wired to router.
- Speed tests may not always be accurate. They measure your connection all the way across the internet to the speed test site.
- Your connection is capable of supporting multiple devices at the same time.
- To use the full capacity of your fiber connection, your devices need to be recent and capable of functioning at high speeds. For example, a 5 year old computer, cell phone, iPad or other older device will not be able to take full advantage of the speed available, however, they may still function at an acceptable level.
- Don't share your wifi password with neighbors or strangers.