

Why It Takes Longer to Install Fiber?



When it comes to Internet and television services, you may be used to having your internet service installed in a couple of weeks after your order. So why does FiberLync fiber internet service take longer?

Infrastructure. (A big word for lots of work.) We are running brand new fiber mainline, cabinets, huts, and network electronics to bring fiber to our rural subscribers.

Wait, there's fiber right by my house! Can you install my internet today?

Many times, what you are seeing is mainline fiber as we progress through an area. This fiber is currently "dark," meaning no signal, or light, is being transmitted at this time. Just like you build a car by starting with the frame, mainline fiber comes first. The wait can seem like eons when you see fiber installed so close, but it can be weeks or months before your area is ready to order — much less be installed.

The main point of this article is to explain what happens AFTER you order and a bit about the fiber installation process. Once the service terms are contracted, the fiber installation process begins. This process happens over 3 Steps.

Step 1: Locating the Best Fiber Path to your Home

Step 2: Running the Fiber to your Home

Step 3: In-Home Install and Activation

Step 1: Locating the Best Fiber Path to Your Home



Once fiber internet services are contracted, the order is sent to our fiber-drop team. A 3rd party **811** utility location company will visit your property to locate and mark public utilities, such as water and gas lines. The best part is, you do not have to call 811 as it is included in our installation process.

This marking process may include painting marks on your lawn or curb edge. These paint marks will wash away over time, especially quickly on the lawn.

Step 1 Considerations:

- If you have a gate, please open the gate. If you have a dog please put the dog away, even friendly dogs can delay the marking and installation process.
- Private utilities will **not** be marked or located by 811.
 - These are utilities, such as lighting, security, sprinkler, propane, and septic systems to name a few.
 - You **must** identify and mark private lines or notify us of their location.
- The 3rd party locates team will not know what path the Fiber Drop crew will take on your property.
 - The path is chosen by the Drop Team in Step 2 and is determined based on current utility lines, private line locations, and property features.

Step 2: Running Fiber to Your Home

Our fiber Drop Team will then need to install the fiber cable from the splice point to the home. There is a gray enclosure that will be placed on the side of your home. Depending on the path the fiber must take, the team will run the fiber underground from an access point in your yard or alley.



Step 2 Considerations:

- The fiber drop installation timetable is dependent on the Drop Team's schedule.
- It is not required to have anyone home for this installation.
- If you desire to be home for this exterior install, please contact FiberLync at **(540)360-0585**.
- Other issues that may require your attention are pets. If you have a pet, please make sure they are inside. Even a friendly dog can delay the installation process. Please open all gates needed for the crew to reach the drop area.
- A FiberLync Service Representative or the drop crew may contact the property owner if any complexities occur that would impact the timeline, or your fiber installation cost.
- Additional costs on fiber-drop installations are very rare.
- Depending on the method chosen to run fiber to your home, there may be slight disruptions to your lawn (such as a narrow trench to bury fiber).
- The disruption will be closed before the Drop Team leaves. In most cases, lawn disruptions will be gone in a few days.
- Depending on the weather and the soil condition, we may need to come back and finalize the restoration.
- Sometimes, you may notice a tire impression on your lawn. If it is evident that the impression is unlikely to resolve naturally in a reasonable timeline, the Drop Team will come back and take reasonable action to repair the lawn once the soil and weather have stabilized.
- ***After the gray enclosure is mounted it cannot be relocated without an additional charge.***

Step 3: In-Home Install and Activation



Smart RG Router



ONT

Fiber Service Technicians will recommend the best location for indoor network terminal and devices based on the layout of your home. The customer will have the opportunity to give final input before signing off on the installation. During this part of the fiber installation process, an entrance hole may need to be drilled from the gray enclosure through the wall into your home. A fiber jumper cable is then connected to an Optical Network Terminal (ONT), which is a specific type of modem for fiber-optic networks.

Connection Installation:

- A fiber-optic jumper cable
- An Optical Network Terminal (ONT)
- A Wi-Fi capable router
 - Advanced device management
 - Advanced support and troubleshooting
- Any TV or other network equipment will connect to the router or via Wi-Fi or wired connection.

Step 3 Considerations

- A power outlet will be required nearby to power the equipment.
- An authorized user 18 years of age or older must be home for this installation.

If you have questions, please email info@fiberlync.net or call our office at 540-360-0585.