

# CONSTRUCTING YOUR INTERNET CONNECTION

Constructing a fiber drop to your home takes time and some work. For us, not you. Here's what it takes to get you connected to fiber:



A Customer Experience Specialist will handle your service request, set up your account in our billing system, and collect any necessary installation fees. Then, our Engineering team will coordinate all aspects of your fiber drop installation. This process typically takes one business day after you sign the service order.



SC will call 811 to have utility companies locate their facilities. Utility companies have two full business days to do this. They will not mark private lines on your property. Private lines could include sewer lines, septic systems, buried dog fences, sprinkler systems, and buried electric, gas, or water lines that extend beyond the utility companies' meters to your house or other out buildings.

When you set up your order with our Customer Experience Specialist (CXS), you will have the opportunity to schedule a premise visit. If you have concerns about any of your private lines or any other aspect of the installation, please request a premise visit with our CXS. A technician will come to your home to discuss the details of the construction.



Once the required utility locates are complete, SC's construction crew will install the fiber drop. Construction timing depends on weather, ground conditions, permitting, existing workloads, location, and other circumstances beyond SC's control. The crew will determine the most appropriate location for the fiber enclosure and route the fiber drop from the property to the nearest SC access point, which may be located along the road or in an alley. Construction is typically completed using a vibratory mini plow to install conduit for the fiber.

SC will perform the work carefully and make reasonable efforts to minimize disruption to the property. Construction may be delayed when conditions could cause unnecessary damage or require extensive restoration. Once the fiber drop is installed and spliced, it will be ready for the in-home installation. Customers are not required to be present during construction.



After your fiber drop is installed, a scheduler will call to schedule the in-home portion of your installation. Someone over 18 must be home for all indoor work. Typical installations take 2.5 hours, but may vary depending on the complexity.



Before your technician arrives, download our free SCT WiFiConnect app to make installation easier. When the technician arrives, they will determine the best router location to optimize your Wi-Fi signal. If needed for coverage, they will recommend mesh units to extend the signal. Once the router is hooked up, the technician will help connect your devices and test your speed to ensure you are happy with your new service.



877-723-6875 / hellosc.com