

## Getting Ready for Your Fibre Broadband Installation

Here are a few guidelines for preparing for your new fibre installation from The One Broadband to help make sure it all goes quickly and smoothly.

### Your current broadband

As we are providing a brand-new line. We recommend that you do not cancel your old broadband connection until the new broadband is installed and complete. This will avoid any broadband outages just in case there are any unforeseen installation issues.

Once the install is complete – we suggest you turn off your old broadband and contact your provider to cancel straight away.

### Before the installation

- Your installation date and timeslot are in your Order Confirmation email.
- It is essential that you, or someone over the age of 18, is at your property for the installation and able to agree on the route for the fibre to enter the property
- Think about where you would like your new full fibre connection to enter into your property and where you would want your router to be. Our installation team can help you decide on the day if you're unsure.
- Much like your existing broadband connection we will need to drill a small hole to feed your full fibre connection into your property, this will all be cleaned up and sealed once complete.
- You will need two spare plug sockets, close to the fibre entry point. This is to power your broadband router and the new fibre connection box (called an Optical Network Terminator, or an ONT). Extension cables can be used.
- The installation normally takes about 2 hours in total.
- Please refer to your Broadband Terms (section 5, Home Installation) for more information.

### What if I cannot attend the installation appointment?

You can amend your installation appointment up to 12 noon, 2 working days before your installation appointment through your My Account portal or by contacting us. If you wish to amend your appointment less than 48 hours prior, please let us know immediately – but you'll be liable for a late change charge (see the Price Guide).

### On the day of installation

- We use selected partners to carry out the installation. Your order confirmation email will confirm which company will install at your home. They will have the relevant clothing and ID badge.
- To keep everyone safe, ensure pets are kept away from working areas until the installation is complete.
- Our installation partners are experts when it comes to connecting your property to full fibre, they will talk you through the whole process before they get started.
- Once the installation route is decided, the team will connect the full fibre cable from your street to your property using two new boxes, one on the outside and one on the inside.
- When your property is connected, the team will carry out several quality tests to confirm your connection to the fibre network.
- Our team will make sure to clean up any mess and leave you to set up your router and enjoy your new full fibre broadband.