

High Speed Internet

Fiber Internet installation details

Here are some important tips to help you prepare for the install of new Internet service:

- Installation typically occurs 5 to 10 days from the date of order, and is performed Monday through Friday. We will coordinate an install date with you to make sure it works with your schedule.
- A technician will need to visit your home to run any necessary fiber-optic cable and to test the service is working properly. This also includes installation of any necessary wall jacks and a modem, at no additional charge.
- The installation will take between 1 and 5 hours, so be sure to plan accordingly. While most installations don't take that long, an adult 18 or older must be present to give the technician access inside your home or office.
- Please be sure to answer your phone on the day of install. You may receive a phone call from either the installer or from IgLou if we need to reach you for some reason.
- The installer may need to run new outside wiring and install a new wall-jack inside. Once the modem is installed it cannot be moved, so be sure to tell the installer your preferred location before they begin their work. They may also need access to your basement, crawl space, or behind furniture in order to run new wiring.
- The installer may leave briefly while they do outside work. If the technician leaves, that doesn't mean they are finished. Someone will need to stay until the service installation is completed.
- If you have home or business telephone service with AT&T, be sure to let the technician know so they don't accidentally break your service.

Unique solution ID: #1124

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Last update: 2024-06-12 13:22