

Phase 1 – Pre Installation

(We care about your experience and will do what we can to make it great.)



50%

Progress Bar

Please note: Our installation process usually takes 60-90 business days after the completion of Phase 1

We partner with 811 to locate and visually mark your property's public utilities. **Please be aware that your private utilities will not be marked or located by 811 or MSFN.**

All customers are responsible for marking their own private utilities. Please notify MSFN, by email install@msfiber.net of your private utilities location. This information helps determine the best installation placement of the fiber.

The white paint - MSFN's Field Service Technician will mark the proposed route for fiber installation in a single visit, without disruption or mess.

The exterior white X - At the exterior of your home, an X on the ground will indicate the location of your NID (Network Interface Device). This location may slightly differ based on utility lines and local requirements. Our Outside Plant Technician (OSP) has full discretion in deciding this placement.

NID (Network Interface Devices) Equipment Placement Considerations:

- Power outlet will be required for the router to plug into
- NID enclosure must be placed on an exterior wall
- NID enclosure cannot be placed higher than reaching distance from the ground
- NID enclosure **will not be placed** within garages, basements, crawlspaces, or any area not accessible to MSFN technicians at all times of day/weather conditions.
- NID enclosure must be placed away from private utilities such as propane, to avoid any safety issues when installing the fiber.
- The fiber-optic jumper cable will be run through an exterior wall into the interior.
We will not run cable through finished walls vertically or horizontally, only directly through.

Before Phase 2 appointment- If the proposed NID placement route we have identified is not acceptable or agreed upon, we can facilitate designing a new route. **Please keep in mind a new route would be subject to an upcharge for customization.**

All authorized users must be listed on your MSFN account.

Please contact our office or email info@msfiber.net to request

a form to add any authorized users to your account. Office: 844-752-6736

Scheduling (we call you, let's chat)

Appointments are only available in 4-hour blocks.

Please note you will be scheduled for a **4-hour block in the morning or afternoon.**

Morning appointments are from **8 AM to 12 PM**

Afternoon appointments are from **1 PM to 5 PM**

The scheduler will contact you for the 4-hour block that works best for you.

Keep in mind, during your **Phase 2 appointment**, an authorized user 18 years of age or older must be home for this portion.

If no authorized user is home, the installation process will be rescheduled.

Phase 2 – Installation / Appointment (Authorized User will need to be home)



75%

Progress Bar

During your appointment, the Fiber Service Technician will complete the NID placement on the outside of the home, and connect the fiber-optic to your router.

The Customer, or an authorized user must be home for this portion. The customer or authorized user will be responsible for understanding the installation requirements, recommending appropriate locations and agreeing to the final best location within the scope of the installation.

They will then sign an installation acceptance form showing that they, along with our technician agree upon the location. Once the NID enclosure has been successfully placed on the agreed upon location on the outside of the home, if **relocation is requested by the customer an upcharge for customization** will apply.

After the NID enclosure is placed on the outside of the home, an entrance hole will be drilled into your home. Our Outside Plant Technician (OSP) will then need to run the fiber-optic to the NID enclosure that was placed. **Blast Wi-Fi Users** will be provided a wireless router and an ethernet cord, which will not be active **until Phase 3 is complete.**

Once the fiber-optic has been installed to the NID enclosure, *splicing* will happen on a separate and final visit.

In the next 2-3 weeks a Fiber Splice Technician will splice the fiber-optic.
You will not need to be home for the splicing process.

Phase 3 – Activation

(We made it!)



100%

3-5 Business Days

Progress Bar

If the splicing is successful, we inform our Help Desk, and they then notify you to turn on your equipment via email and phone call.

Your service will be activated within 3-5 business days following completion of Phase 2. Your billing cycle will begin as soon as your service is activated.

That's it! You now have reliable, Mainstream fiber-optic internet connection.