

Pre Installation

(6 business days)

Please note: Our installation process takes 30 business days.

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 by the power meter, to avoid any safety issues when installing the fiber.
- The fiber-optic jumper cable will be run through an exterior wall into the interior.

Please sign your *Installation Acceptance Form* before scheduling your appointment

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.

Prior to Phase 1 - MSFN determines the best fiber 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

Phase 1 – Exterior Installation

(no appointment needed)

50%

**1-14 business days – after
Pre Installation is completed.**

Progress Bar

During this phase, the Fiber Service Technician will complete the NID placement on the outside of the home, run the fiber-optic cable to the NID enclosure, and splice the fiber-optic cable.

An entrance hole will be drilled into your home at the location that was determined during Pre-Installation. 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.

Our Fiber Service Technician will then need to install the fiber-optic to the NID enclosure.

After the NID enclosure is placed on the outside of the home and the fiber-optic has been installed to the NID enclosure, a Fiber Splice Technician will splice the fiber-optic at the NID enclosure and at the case.

Phase 2 – Interior Installation / Activation

100%

**1-3 business days – after the
Exterior Installation is completed.**

Progress Bar

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.

Whole Home Wi-Fi Users will be provided a wireless router and an ethernet cord.

Activation

Your service will be activated while our Smart Home Technician is on-site. Your billing cycle will begin as soon as your service is activated.

That's all!

You now have an honest, reliable Whole Home and Managed Wi-fi internet connection. - Mainstream Fiber.

