

Getting Connected



Fiber Network Completed:

All construction, splicing, and testing is complete.

Distribution area of approved addresses sent to WCVT.

If you have an eligible address in a completed area, you will be able to select your Internet package on the CVFiber website.

- If you preregistered on our website, you will receive an email with a unique link to select your Internet package.
- Selecting your Internet package puts you on our site signed up or just signed up after your area had launched.



Site Survey:

Locates the closest fiber terminal box to your

Finds the best route to this terminal and measures its distance to your location,

Assesses the type of drop that currently exists: aerial or buried,

No appointment is scheduled. You do not have to be present. This is completed <u>outside</u> of your

Check your door hanger to see if there are any

Customer Service will also call you to go through

next steps that you need to take.

the results of your site survey.

Determines whether tree trimming and/or traffic control will be required.



Door Hanger Next Steps:

If your site survey door hanger indicates that...

- Conduit is required, you are responsible for the installation: https://cvfiber.net/conduit-specs/
- Aerial instead of conduit is permitted with your approval, call Customer Service: 802-583-4628.

underground drops.

If these boxes are unchecked, you will be put on our drop waitlist which includes both aerial and

fiber placement? Call Customer Service ASAP

after receiving your door hanger: 802-583-4628.

Have any questions or special requests for



Aerial Drop:

A drop crew will install the fiber-optic cable from the closest terminal outside of your building.

OR

Underground Drop:

This may first require rodding to clear existing conduit. A drop crew will install the pulling rope or fiber-optic cable through the conduit. You will be notified if inside access is required.

Not all underground drops require rodding.

- No appointment is scheduled. You do not have to be present. This is completed outside of your location. We'll knock on your door as a courtesy when we arrive.
 - * Aerial and underground drops are weather permitting. During the winter, aerial drops continue, but underground drops do not.
 - These will continue once the ground thaws in the spring.



Customer Service Scheduling:

Once your drop is complete, Customer Service will contact you when we are ready to schedule the **inside** portion of your installation.

Please call us back ASAP if you receive a voice message.



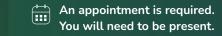
Installation Day!

This is what you've been waiting for!

Our technician will install, provision and test your new fiber-optic Internet.

The WiFi site assessment ensures adequate coverage at the expected levels of service including testing signal strength and data transfer rates.

- 🔆 If your installation includes an underground conduit portion, these installations are not scheduled during the winter months.
- You will receive a confirmation email and text to confirm your appointment along with a reminder. You can cancel or reschedule if needed.



This is done <u>inside</u> of your home



The rodding process may uncover that new conduit is required. You will be notified by our Customer Service team.



You will receive a new customer survey after your installation.

We value your feedback!