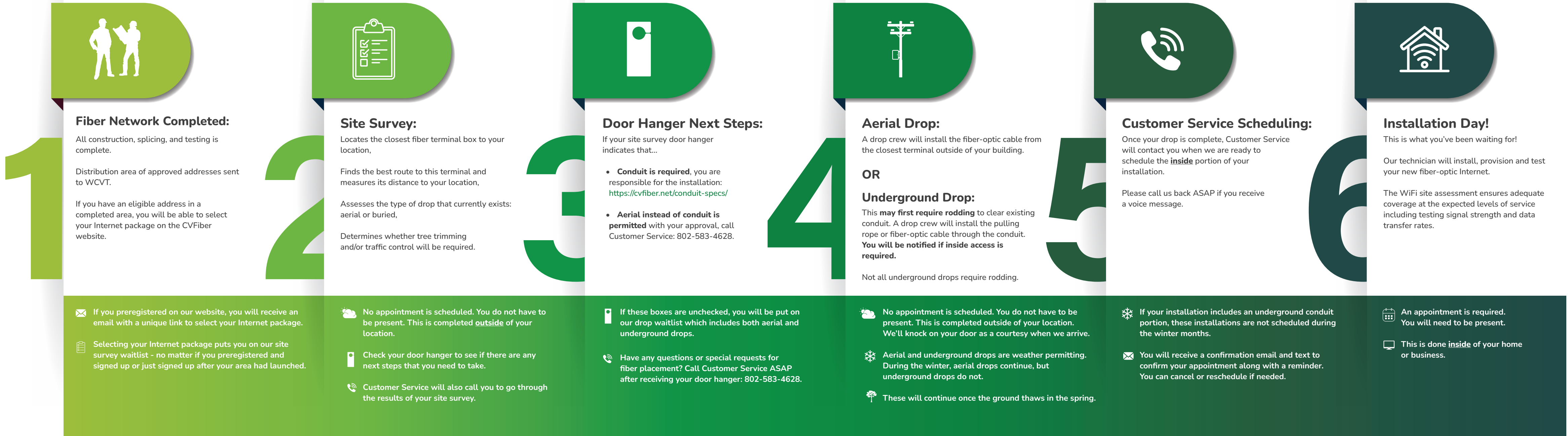


# Getting Connected



✉ 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 survey waitlist - no matter if you preregistered and signed up or just signed up after your area had launched.

☁ No appointment is scheduled. You do not have to be present. This is completed **outside** of your location.

📄 Check your door hanger to see if there are any next steps that you need to take.

📞 Customer Service will also call you to go through the results of your site survey.

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

📞 Have any questions or special requests for fiber placement? Call Customer Service ASAP after receiving your door hanger: 802-583-4628.

☁ 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.

❄ 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.

📅 An appointment is required. You will need to be present.

🏠 This is done **inside** of your home or business.

⚠ 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!