

UniFi Residential Installation Guide

Fiber Installation Process

- **Step 1: Outside your home**

Before your scheduled installation date, you may see a United Communications' technician working outside your home. You do not need to be home for this portion of our work. As a courtesy, we will let you know we will be working on the outside of your home and alert you if we need to interrupt your existing services to complete our work. We will mount a small Network Interface Device (NID) on the side of your home near your existing electric meter. *(Please note the NID requires a backup battery in order to operate in the instance of an electrical outage. We will attempt to use the closest available power outlet outside your home. If there is no electrical outlet readily accessible, we will need to determine an indoor location for the backup battery supply.)*

- **Step 2: Inside your home**

An adult (18 years or older) must be present at the time of your scheduled installation. We strongly recommend the homeowner, account holder, or an authorized account user is present to discuss wiring and/or equipment placement. During the 2-4 hour installation, we will complete necessary wiring, ensure your existing jacks and wiring will support your new services, and test your service for quality assurance.

Things to keep in mind

- Please let us know if you have pets, a fence, gate, or irrigation system so we can discuss the best time to complete Step 1 of our installation.
- Our install appointments may take up to four hours. The overall length of your install will depend on the services being installed and any required wiring upgrades or repairs.
- If this is a TV service order, our free standard installation includes up to 4 set top boxes (STB). Each additional TV STB will cost \$75.00. Each TV must be powered and in the permanent location in order for our services to be installed. Any requests for additional TV STBs at the time of install may require an additional service appointment and associated fee(s).
- The age of your devices or TVs may affect your services. Older computer models may not be able to support fiber Internet speeds over 100mbps. Please be sure you check your personal devices and equipment prior to your installation.
- We will install an 802.11N wireless router to help you enjoy your laptops, tablets, smartphones and other electronics. Your subscribed fiber connection speed is guaranteed over a hard-wired Ethernet connection; however, we cannot guarantee wireless speeds due to possible interference or range issues in your home. *Please note: The free router we provide will support speeds up to 100mbps. We recommend customers subscribing to 250mbps, 500mbps, or GIGABIT Internet speeds invest in a dual-band gigabit capable wireless AC router in order to optimize your wireless user experience. Please visit the following link for more information: <http://www.pcmaq.com/article2/0,2817,2398080,00.asp>*

If you have questions, concerns, or need to make any changes to your services prior, during, or after your installation, please contact our customer service team Monday through Friday from 8am-6pm or Saturdays from 8am-4:30pm or you may email us at united@united.net.

Welcome to United Communications- we look forward to serving you!