



Residential Installation Guide

It is easy to upgrade to United Communications fiber-based network with a dedicated connection.

Here's what to expect:

We're excited to bring to you our upgraded fiber-based network with a dedicated connection! We want you to have the best experience possible with our services and installation. Here's what you can expect:

Your appointment

During your call to United's Customer Service, you will be given the next available installation date. Our goal is to find a convenient time for you and get your services set up as soon as possible.

Need to change your appointment? Call Customer Service at 1-800-779-2227 and select option 1 to make any changes to your appointment or initial order.

Installing United's fiber-based network with a dedicated connection at your home

Our installation process includes two steps:

- **Outside your home** - Before your scheduled installation date, you may see our technician working outside of your house. Although you do not need to be home for this portion of our work, as a courtesy, we will call you or knock on your door and let you know we will be working on the side of your home and alert you again if we need to interrupt your 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. **Do you have pets or a fence?** Please let us know so we can discuss the best time to do the installation on the exterior of your home and ensure our safety and the safety of your pet.
- **Inside your home** - You will need to be home at the time you scheduled installation with our Customer Service team, for the technician to complete our work inside of your home. During the 2-4 hour installation, we will complete necessary wiring and testing for quality assurance. As part of our courtesy installation, we will make sure that your existing jacks and wiring will support your new services.

When the installation is complete, all work areas will be cleaned and returned to their original state. Our technicians will answer your questions and show you how your system works. You will also receive a welcome kit that includes a helpful User Manual that shows how to use popular features.

Things to keep in mind:

- Set aside up to four hours for the installation inside your home, depending on the number of set-top-boxes to be provisioned. Where necessary we will upgrade wiring or make repairs to existing wiring to improve the quality. All of these factors will determine the overall length of the installation.
- An adult (18 years or older) must be present at the time of installation.
- Please have each TV set in place and powered at the permanent service location in each room.
- If you have an older computer, your High Speed Internet experience may vary slightly from what a newer model offers. The same is true with television equipment and your HDTV experience.
- We will install a wireless router to help you enjoy your laptop computer, tablets, smartphones and other electronics with the freedom to use throughout your house.