

# Preparing for your Frontier Fiber install

## Please follow these steps to ensure a quick and easy installation for your fiber internet.

Then enjoy the fast, reliable internet you've been waiting for!

- Download via your mobile app store to manage your installation, confirm appointment date and time, and communicate with your technician.
- Enable push notifications to receive updates.
- After your order is submitted, you will get a text to **KEEP** or **RESCHEDULE** your appointment time.
- **Important:** Failure to reply **KEEP** and confirm may put the appointment at risk.
- A tech may arrive before installation day to do some minor prep work and will call prior to arrival to advise of work that needs to be done.
- They'll dig a small shallow line in the yard to place the fiber and cover it back up.
- This is a very fast and common step to get the fiber directly to your home.
- Clear space near a grounded power outlet in a garage, closet, or basement for the ONT (Optical Network Terminal), which is the connection point between the fiber line and router.
- A small hole may be drilled to bring the fiber line inside. (Renters need landlord approval.)
- Make sure someone 18+ will be home and message your tech for any arrival instructions via the app.
- During your 2 – 3 hour appointment, your tech will install the ONT (Optical Network Terminal) if needed, determine the best location for the router, test your internet speeds, and verify service is working.

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