

As the time grows closer for **Smithville's blazing-fast fiber optics to be connected to your home** (exciting, right?!), we know you may have some questions about how it all works.



1. We'll call you.

When our Customer Service Scheduling Department calls, they'll work with you to schedule two in-home visits. A homeowner will need to be present for the visits. You don't need to bake cookies for these visits, but who are we to stop you if you really want to?



2. We'll visit with you in your home.

This is the Pre-installation Visit, and it goes like this: Along with a few questions, Smithville technicians will ask to see various parts of your home to determine the best placement for your new equipment. And they'll want you to walk around outside your house with them (so wear sensible shoes!) to identify any underground facilities you may be aware of. With all this useful information, they'll draw up a diagram of your home and property to determine the best location to place your home's fiber. You'll be asked to sign a drop permit that gives us permission to bury the fiber in your yard. Finally, a small gray box will be mounted on the outside of your home. This boring little box is where all the excitement happens, as this is where fiber will come into your home. Yippee!

Of course, our technicians will be happy to answer any questions you may have.

Oh, and if you are thinking about signing up for Smithville Security, let the technician know. We'll set up a free Security assessment with our Security Sales team for you.



3. We'll bring equipment to your yard and build a fiber duct connection to your home. You don't even have to be there.

Sometime between our first and second visit to your home, utility companies will stop by to perform locates as needed. Locates help us determine where it's safe to place fiber through your yard. Our construction team will arrive a few days later with equipment to build a fiber duct path from the street to that boring gray box. The duct connection will be buried far enough underground that you won't even know it's there. The equipment that we use to bury that connection causes little above-ground disruption. If there is a lot of rock under your soil, additional equipment or digging methods may be needed. We are dedicated to minimizing disruption, and because our moms raised us right, we'll clean up any messes we might make. If you have any concerns during this phase, please let us know.



4. We'll visit with you in your home again.

Roughly two weeks after the first visit, our technicians come out for the fun part — the Installation Visit! Fiber connections are run both outside and inside your home. This includes installing a fiber wall plate or outlet and hooking up your new equipment. Before they leave, they'll conduct thorough testing to ensure you are receiving the highest quality services, and give you tips on operating your new toys. Depending on your level of giddiness, you may or may not wish to hug your technician as you realize you now have lightning-fast gigabit internet from Smithville!