

## **ARE YOU READY?**

In order to be part of the Matrix Connected Fiber network, we'll need to bring a fiber optic cable into your home to make the connection. As we get closer to the installation in your home, we would like to take a moment to reach out and let you know what to expect on installation day, and how you can prepare.

There are two parts to the home installation process: outdoor installation and indoor installation. Both portions of the home installation process are detailed in this mailer.

We'll see you soon!

The Matrix Connected Fiber Team



## **OUTSIDE INSTALLATION**

As part of the network installation, our team will be bringing a cable up to the exterior of your home. This process is mandatory, and will not require much involvement from you, the homeowner, other than your knowledge and understanding of the requirements.

First, we ask for your patience and understanding with our work crews and their installation schedule. We will be bringing fiber optic cabling to each home in a predetermined order based on where cabling on the road has been completed. With that in mind, we ask that you let our work crews perform the outside installation on your property, even though there may be very little warning before their arrival. We will make every effort to provide as much notice as possible prior to our arrival, but we ask for your understanding that plans may change due to a variety of factors.

The outside installation will consist of our team bringing a cable from the street to your home, via an aerial or underground route. By now, you should be familiar with how your home will be cabled (aerial, underground, or both), and you should have shared that information with us. If you have not, please be sure to reach out to us and let us know. If we do not have information on your home, it will be passed by until we know what to expect. There is new contact information available on the last page of this mailer.

If the distance from the last pole on the street to your home requires cable that is longer than 300 feet, there will be an additional fee for installation. This fee is calculated simply as \$1 per foot after the first 300 feet. We have the estimated distance for each home, so if your home requires an additional fee, we'll be in touch with you soon!



## **INSIDE INSTALLATION**

When the time comes, our installation teams will need to install our fiber optic networking equipment within your home. There are a few things you should know about this process that will ensure your installation is quick and easy. The most important part of the in-home installation is that an adult over the age of 18 must be present at all times while our team is performing the installation.

Our team will bring the cable into your home in the same area where all other utility cables (electrical, phone, and cable) enter your home. Quite often, this will be in a basement or a utility closet. From the point of entry, we are only able to bring our fiber optic cable a maximum distance of 15 feet on the same floor. We will install our Optical Network Terminal (ONT) in that location and it cannot be relocated once installed. If you ordered Managed WiFi and/or Internet Phone through us, we will install that equipment at this time as well.

The next few pages will detail what to expect for each piece of equipment we will be installing.



## **INSTALLING THE OPTICAL NETWORK TERMINAL (ONT)**

The ONT Device is your connection to our fiber optic network. It is required in all subscribing homes, and acts as your modem. This device will reside where our fiber optic cable ends in your home. As mentioned on the previous page, the fiber optic cable will end within 15 feet of the point of entry in your home. There is no option to take this device further into your home, so we ask for your understanding of our device limitations.

The ONT device requires a standard 120 volt power outlet for operation. Please take the time to ensure there is an available outlet within range of your point of entry. If you need to find your point of entry, take a moment to look on the exterior of your home for where telephone and power cables enter your home.

If you plan on using a router (WiFi or non-WiFi) within your home, the router will need a wired connection back to the ONT device with a CAT-6 cable. The router can be placed anywhere in your home, as long as there is a wired CAT-6 connection back to the ONT device. Our team will not be able to install a CAT-6 wire through your home at the time of the installation, so if you are interested in running a new cable, please arrange to have it completed before our arrival.



## **INSTALLING INTERNET PHONE**

The Internet Phone equipment requires us to disconnect your existing Verizon line, and install our new Internet Phone line on installation day. Our system will connect directly to the wiring in your home, allowing you to have your landline phone wherever you had it previously. This process will immediately disconnect your existing Verizon line and there is no alternative options. Please be prepared on install day, as having our team return for any additional install will incur a cost to you.

Our team will test the Internet Phone connection from our ONT equipment before connecting to the wiring in your home. If we are able to receive a dial tone, this means our equipment is working as intended. Once we have confirmed that the phone is working properly, we will disconnect your Verizon line and connect our equipment to your home's existing phone wiring. If the wiring for your existing phone line is working properly before our installion, it should work as expected once it's brought over to our Internet Phone system. It is important to note that we are unable to guarantee existing phone wiring within your home.

If you have opted to port your existing Verizon phone number over to our Internet Phone service, you will be given a temporary phone number from us for use until your Verizon line(s) can be ported. The porting process is controlled by Verizon and generally takes about 2 weeks. If you would like, you can contact Verizon and ask them to forward all calls on your existing phone number to your temporary phone number from us. This will allow anyone to call you on your existing phone number while the porting process takes place. The call forwarding service through Verizon will automatically end when your existing phone line is successfully ported our Internet Phone service.



## **INSTALLING MANAGED WIFI**

Our Managed WiFi router, like any router, will require a wired CAT-6 connection back to our ONT device. If you prefer to have the router stationed somewhere specific in your home, please take the time to ensure there is a wired CAT-6 connection back to the point of entry within your home. For more info on where your point of entry will be, please see page 3 of this mailer. Our installation crews will not be able to install a CAT-6 wire to other points within your home on installation day. If you have no preference, or you do not have a CAT-6 installed at the time of installation, we will install the Managed WiFi router near the ONT device. The Managed WiFi router requires a standard 120v outlet for operation.

On installation day our team will get your Managed WiFi router up and running, and we will verify a connection to the internet before leaving. The network details, including the name and password needed to connect will be shared with you so that you may connect your Wifi enable devices to the network. We will not be able to add your WiFi devices to the network for you.

