

MAINSTREAM

fiber networks

msfiber.net

info@msfiber.net

(844) 752 - 6736

What to Expect

Pre Installation

6 business days

We partner with 811 to locate and visually mark your property's public utilities. **Please be aware that your private utilities will not be marked or located by 811 or Mainstream Fiber Networks (MSFN).**

All customers are responsible for marketing their own private utilities. Please notify MSFN, by email at install@msfiber.net of your private utilities location. This information helps determine the best installation placement of the fiber.

The white paint - MSFN's Field Service Technician will mark the proposed route for fiber installation in a single visit, without disruption or mess.

The exterior white X - At the exterior of your home, an X on the ground will indicate the location of your Network Interface Device (NID). This location may slightly differ based on utility lines and local requirements. Our Outside Plant Technician has full discretion in deciding this placement.

Network Interface Devices (NID) Equipment Placement Considerations

- Power outlet will be required for the router to plug into
- NID enclosure must be placed on an exterior wall
- NID enclosure cannot be placed higher than reaching distance from the ground
- NID enclosure **will not be placed** within garages, basements, crawlspaces, or any area not accessible to MSFN technicians at all times of day and in all weather conditions
- NID enclosure must be placed by the power meter, to avoid any safety issues when installing the fiber.
- The fiber-optic jumper cable will be run straight through an exterior wall into the interior

Please sign your *Installation Acceptance Form* before scheduling your appointment.

Scheduling (we will call you, let's chat)

Appointments are only available in 4-hour blocks.

Please note you will be scheduled for a **4-hour block in the morning or afternoon.**

Morning appointments are from **8 AM to 12 PM**

Afternoon appointments are from **1 PM to 5 PM**

The scheduler will contact you for the 4-hour block that works best for you.

Keep in mind, during your **Phase 2 appointment**, an authorized user 18 years of age or older must be home for this portion.

If no authorized user is home, the installation process will be rescheduled.

What to Expect

Prior to Phase 1 - MSFN determines the best fiber route. **Please keep in mind a new route will be subject to an upcharge for customization.**

All authorized users must be listed on your MSFN account.

Please contact our office at (844) 752 - 6736 or email info@msfiber.net to request a form to add any authorized users to your account.

Phase 1 - Exterior Installation

(No appointment needed)

1 - 14 business days after Pre Installation is completed.

During this phase, the Fiber Service Technician will complete the NID placement on the outside of the home, run the fiber-optic cable to the NID enclosure, and splice the fiber-optic cable.

An entrance hole will be drilled into your home at the location that was determined during Pre-Installation. Once the NID enclosure has been successfully placed on the agreed upon location on the outside of the home, if relocation is requested by the customer an upcharge for customization will apply.

Our Fiber Service Technician will then need to install the fiber-optic to the NID enclosure.

After the NID enclosure is placed on the outside of the home and the fiber-optic has been installed to the NID enclosure, a Fiber Splice Technician will splice the fiber-optic at the NID enclosure and at the case.

Phase 2 - Interior Installation/Activation

1-3 business days - after the Exterior Installation is completed.

The Customer, or an authorized user must be home for this portion. The customer or authorized user will be responsible for understanding the installation requirements, recommending appropriate locations and agreeing to the final best location within the scope of the installation.

Whole Home Wi-Fi Users will be provided a wireless router and an ethernet cord.

Activation

Your service will be activated while our Smart Home Technician is on-site. Your billing cycle will begin as soon as your service is activated.

That's all!

**You now have an honest, reliable Whole Home and Managed Wi-fi internet connection.
- Mainstream Fiber.**



Router

(Placed inside)
Provided by Mainstream
Managed Wi-Fi, or a
personal router of your
choice. Will be attached
via fiber jumper to
the NID box

**Network Interface
Device**

(NID)
Will be attached to your
home. A hole will be
drilled through the
wall to attach fiber to
the router inside

Mainline Fiber

May be attached on
preexisting poles, or
onto newly constructed
MSFN poles

Drop Optical Fiber

Optical fiber can be run
overhead to your home.

**Underground
Optical Fiber**

Optical fiber can
be run underground

What to Expect

Analog Phone Service

Once your internet service is activated your phone service will be activated the same day.

If you haven't signed the Letter of Authorization (LOA) paperwork, our Smart Home Technician will help you complete it.

We'll need a copy of your phone bill for the number transfer. Please provide it to our Smart Home Technician if you haven't already.

If you are porting an old number, it usually takes between 8-15 days for the prior carrier to release the number. We will not come back out to make the switch. However, we will call you to let you know when to expect the change to occur. In the meantime, you will be provided with a temporary number. You will be able to make calls from this number if you connect your phone to the phone port of your router.

To receive calls, you will need to contact your current phone provider to forward calls to the temporary number until your number transfer is complete. Alternatively you can attempt to do this yourself by dialing ***72** on your current provider's line, followed by typing in the temporary number you've been provided.

To use existing phone wiring, connect a phone cord from the GPON equipment to a phone jack. This should backfeed the signal to all jacks. If you encounter issues, ensure the old phone carrier is disconnected from the building wiring. or consult an electrician for wiring damage or to install additional phone jacks. We do not offer this service.

Private Line Acknowledgement and Disclaimer

AN IMPORTANT REMINDER OF YOUR RESPONSIBILITY AS A SUBSCRIBER

Welcome to Mainstream. We are pleased to offer our high speed internet service and we know that you will be delighted with your enhanced performance and reliability.

We have an important reminder for you! In fact, it is so important for you to take time and review this notice that, before we can begin, we need for you to acknowledge your receipt and reply to us. There may be buried in your yard private utility lines or service lines that our crews cannot detect. These are such things as propane feed lines, sprinkler system lines, invisible dog fences, a line to a septic tank, your link to the city sewer line, private water, or electricity to an outbuilding or garage. Any underground utility or service lines from the meter to your house are considered privates utilities.

IT IS YOUR RESPONSIBILITY TO IDENTIFY AND MARK THESE PRIVATE LINES AND NOTIFY US OF THEIR LOCATION ON YOUR PROPERTY. Contact our office at 844-752-6736 to report where these are located. Upon our request, a 3rd party utility marking company will visit your property to locate and mark your public utilities on the utilities' side of the meter (electricity, water, natural gas, for example) and we will not proceed until these lines are marked.

You may request private line location and identification by visiting www.indiana811.org/myutilities for a list of private utility locator companies. There may be a charge to you for such service. Of course, you may seek out another qualified provider. There may be a charge to you for such service. Of course, you may seek out another qualified provider.

WHEN OUR CREWS ARRIVE, THEY WILL ASSUME IT IS CLEAR TO BEGIN INSTALLATION WITH CONCERN ONLY FOR MARKED BURIED UTILITY OR SERVICE LINES.

MAINSTREAM FIBER IS NOT RESPONSIBLE FOR DAMAGES TO ANY UNMARKED PRIVATE UNDERGROUND SERVICE LINES ON YOUR PROPERTY. MAINSTREAM IS NOT RESPONSIBLE TO REPAIR OR PAY TO HAVE REPAIRED ANY SUCH BROKEN LINE. MAINSTREAM IS NOT RESPONSIBLE FOR ANY DAMAGES YOU MAY INCUR AS A RESULT OF SUCH BREAKAGE DUE TO THE RESULT OF PRIVATE UTILITY LINES NOT BEING MARKED.

Once again, if you have any buried lines on your property (including propane) please have them marked before our crews arrive – it will help us both off to a great start. If you have any questions. Please call our Customer Service at 844-752-6736 or email us at info@msfiber.net. Once we receive your acknowledgement, we will be able to continue your installation process. Thank you.

Respectfully,
Mainstream Fiber Networks, LLC

RECEIPT AND ACKNOWLEDGEMENT

I acknowledge receipt of this notice and warning and agree to promptly have marked any underground private service lines existing under my yard prior to my Phase 3 appointment. I understand that Mainstream is not responsible or liable for repair or other damages if our crews hit an unmarked private line during the installation or maintenance process.

Signature _____ Date _____