



WHAT IS A STANDARD INSTALLATION?

The majority of the Truespeed Network is installed on wooden poles using overhead (OH) optic fibre cables. We class this as a standard installation.

What happens on the day of install?

We'll install a 3mm diameter single fibre overhead drop cable from the nearest fibre distribution point (DP) that's allocated to your property. We'll find the most direct route to your home and the cable will be attached to a bracket fixed to your wall or fascia board.

We'll tack the fibre cable (maximum of 8mts) to the external side of the wall and once a suitable position has been agreed for the router, we'll drill a hole from the inside wall of your property to the outside to bring the cable through into your home. This cable will be connected to the back of a device (DKT) that will be fixed to the internal wall covering the hole. The router will then be installed and connected using an ethernet cable to the DKT. Please note: Both the router and DKT will require a power socket.

Your house phone connects directly into the back of the router. Be aware that we do not provide extension sockets or connect into BT or any other providers sockets.

We may plan to install your property using BT infrastructure. In most cases we'll use the 2" duct on the outside wall of your property to pull the fibre cable through into your home. From there we'll tack our cable to the point of entry into your property usually directly into the back of our DKT device to avoid internal cabling along skirting boards etc.

We plan the route to your property in advance and the engineer will talk you through the route upon arrival. If, for any reason you're not happy with the standard planned route, you may be charged for any additional work required.

Sometimes, we need to provide your service underground. Using this route, we'll install a 2" duct at the boundary of your property most likely up to your garden wall or hedge. From there the install team will drill through your garden wall or bury the cable through your hedge to get into your garden. They'll then dig a trench across your garden to lay the cable in protective ducting using a slip trench to minimise disruption. If your garden is paved or tarmac then the team will look at options such as tacking along a garden wall or fence. Occasionally they may advise that our civils team would need to lift paving slabs or dig tarmac with your consent, both will be reinstated.

Timing

Our installation engineers have 90 minutes on a standard install to fully connect you. If for any reason the install takes longer, the install engineer will advise you of this.

If you think WIFI signal is an issue in your home then let us know before we arrive. Our standard install only covers getting you set up with a router.

What if additional work needs to be done to connect me or I'm not on the current Truespeed network?

If your property is on the Truespeed network, we'll have a good idea ahead of the install if any additional work needs to be done and will discuss that with you before the day. If your property is not on the Truespeed network, please call our team on 01225 300 370 to discuss your options.