

# A guide to your Hyperoptic install



That full fibre feeling is almost within reach!  
Now that you've ordered, here's what happens next.

## 1 A PRE-INSTALL CHECK



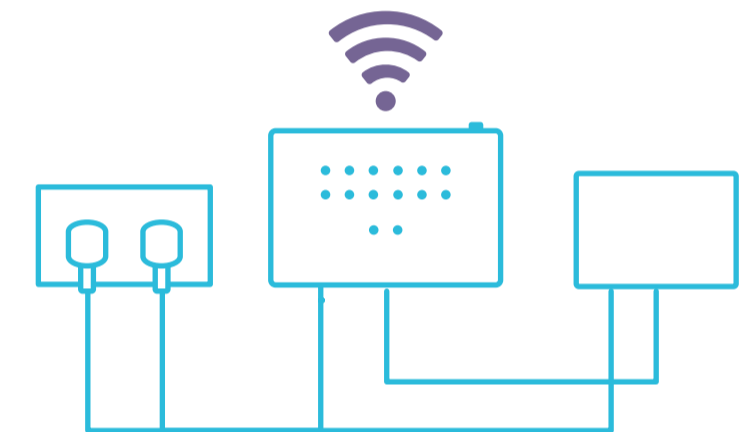
- Before we can connect you, we'll check the outside of your property to help plan your install.
- Our engineers will take a look at the front of your property. It's completely up to you if you'd like to be present.
- This check is totally free of charge and, once we've finished, we'll be back in touch so you can book your install.

## 2 CONNECTING YOUR PROPERTY



- We'll bring our fibre to you using underground ducts outside your property.
- We might need to do some digging at the front of your property – but we'll put everything back just as we found it.
- We'll fit an external fibre connector (44mm D x 118mm W x 184mm H) to the outside of your property. We'll then drill a small hole (12mm W) to bring the fibre cabling (4.8mm W) inside.

## 3 YOUR INSTALL



- Once we've connected your property, we'll aim to get you up and running immediately.
- We'll set up the equipment (a fibre converter and router), make sure you're connected, and even tidy up after ourselves before we leave.
- All that's left to do is enjoy!

**RENTING?**  
Don't forget to get permission from your landlord

## Need help?



**support@hyperoptic.com**  
Email our support team  
Available 24 hours a day  
7 days a week



**0333 332 1111**  
Call our support team  
Available 24 hours a day  
7 days a week



**Live chat**  
Chat with our support team  
Available 24 hours a day  
7 days a week