Internet Installation Process

Research Options	Schedule Appointment	Installation	Follow Up

Research Options

Residents look at the Installation Website

↓

Residents select their Options

↓

2GB or 5GB service

↓

Optional VOIP Phone Service

↓

Router Choices

- Use your own personal router or mesh network
- Use the included GigabitNow Core Router
  - Purchase an optional Extender
- Gigabit Wi-Fi Plus

Schedule Appointment

Residents receive a call to schedule their appointment

- Appointments available Mon-Sat
- Morning or Afternoon
- Inform Scheduler of their options
- Confirm Appointment

Installation

Installation Day

- Installers call 30 mins before arrival
- Go over the installation process
- Sign paperwork
- Set up a personal device on the new service

Follow Up

Follow up

- Update WiFi password on home devices
- Contact GigabitNow Tech Support with any issues
- Fill out Installation Survey

Solid Line = Required →

Dotted Line = Optional ⋯→