



Fiber-to-the-Home Installation Process

We're ready to connect your home to more options!

Note: This process applies to existing single-family homes, apartments and townhomes where the homeowner/tenant has the authority to allow new fiber installation into their premise.



Service Provider Service Request

To get connected to eCommunity™ Fiber, you must first sign-up for services from one of our participating providers. Once you have executed your service agreement with one or more providers, they will send us a service installation request to get the ball rolling.



Property Access Agreement

If you live in a rental home, apartment or condo building, we'll have to get permission from your property owner or HOA to have them sign an Access Agreement. With a signed Access Agreement in place, we can get to work wiring your premise with a Fiber connection.



Site survey and design approval

Once we have a copy of your Provider Service Agreement and if required, your signed Property Access Agreement, we'll reach out to you to schedule a site survey. We try to make it as easy for you as possible. We'll send an eCommunity™ Fiber representative to your property to survey it and develop a installation plan. Once you approve the installation plan, we can move forward.



Scheduling the build

With the installation plan approved, an eCommunity™ Fiber team member will contact you to schedule the build out start and end date. We'll work with you and your property owner if required to keep you both informed about what it takes to connect your property.



Build out

Connecting your property to the Fiber network takes a few steps. Depending on if you live in a single-family home, multi-unit townhome or multi-floor apartment or condo, we will need to install our new fiber up to side of you premise or unit. premise. Installation of fiber and equipment that will reside outside of the home will include the following:

Network Demarcation Point

We'll install the network demarcation point (NDP) on an exterior wall. The NDP is the interface between the eCommunity™ Fiber network and the fiber inside the building.

Fiber Distribution Hub

For multi-floor buildings, we'll run the fiber to a fiber distribution hub (FDH), which serves as a centralized wiring point inside your building. Typically, this will be placed in a main equipment closet on the first floor or basement.

Fiber Distribution Terminal

For multi-floor buildings, we'll connect eCommunity™ Fiber to your floor using a fiber distribution terminal (FDT). The FDT combines the fiber and routes it to your unit as well as allows us to deliver fiber to other units on your floor. The FDT is typically located in the utility closet.

In-Home Installation



We will install an optical access point within the home we call our eCommunity™ Optical Gateway (eOG). It's typically installed near your existing cable/phone modem or placed on the wall located behind your family room's TV entertainment center. An ultra-thin, nearly invisible, indoor fiber cable will be run from our outdoor hub, into your home and along your home's base trim to connect into our eOG.



Fiber Activation

Once our fiber is connected to our eOG and activated by our eCommunity™ network operations center, it will then be ready to convert the fiber-optic signal into data a computer and/or wireless router can understand.

Service Activation



Depending on which provider(s) you choose and their services you select, our tech may need to install additional service equipment that was provided by your provider. This could include a Wi-Fi router, TV set-top box, phone modem, smart home appliance, security panel and much more. Our install tech will connect the devices to our eOG and to your existing home network and/or computers and TVs. Our install tech will also ensure your services are activated and operational. You will then be all set to enjoy enhanced broadband services through eCommunity™ Fiber.