

# ORDERING FIBER INTERNET FOR A DETACHED HOUSE



1.

## Order

Order Elisa's fiber internet to your house using the form on our website or by calling us. Start by checking whether Elisa Valokuitu is available in your area.



2.

## Solution planning

You and our expert agree on the implementation of the property network and internal network.



3.

## Setting up the fiber network

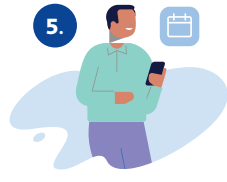
Property excavation is carried out according to the implementation plan. The yard is reconstructed as soon as possible after the excavation.



4.

## Installing the fiber cable

After the excavation, the fiber is brought to the exterior wall of the house or indoors into the technical space.



5.

## Booking a time for the deployment of the fiber

You will receive a text message for booking the final connection in OmaElisa or by phone at +358 10 190 280.



6.

## Deployment of the fiber network

Our expert installs the device included in the product and ensures functionality. Let the internet flow!

## Ordering fiber internet online or by phone (1)

You can get more information about Elisa Valokuitu and place your order at [elisa.fi/kuitu](https://elisa.fi/kuitu) or by phone Tel. +358 800 962 60 (Mon–Fri 8 am – 6 pm, free call from a Finnish operator's subscription)

## Planning a fiber connection (2)

At most 3 weeks of the order confirmation.

The planner calls to arrange a property review and visits the site when necessary. In the review, it is agreed from where the fiber cable is installed at the property, in which location it is fed inside the house and how the internal network is implemented for the cable TV and broadband. You will get documentation of the plan at the end of the visit. If you want more information, please reply to the email address from which the plan was sent.

## Building (3) and installing a fiber internet network (4)

A week before the agreed delivery date at the latest (the date is shown in the order confirmation).

For construction work in public street areas, Elisa submits the required permit applications to the municipality/city, if no fiber cables have been laid close to the border of the property.

### Installing the fiber network at the property

In new buildings, the cable is installed in the building phase in the pipework prepared by the customer at the property. In finished buildings, the digging is done as shallow excavation in a depth of 30 to 40 cm to minimise any installation nuisances.

### Installing the fiber network in the building

A fiber terminal box is installed either in a technical space or affixed on an exterior wall of the house. In some cases, another visit is required to connect the fiber network to a previously installed terminal box.

## Booking a time (5) and the deployment of broadband (6)

Within a week after the previous phase has ended.

### Booking a time for the deployment of broadband and cable TV

When all the remaining preparations are finished, you will receive a text message and can book a suitable date for the final connection of your subscription at **OmaElisa** or by calling at +358 10 190 280.

### Booking a time for the final connection

The installer calls and agrees a specific installation time on the day of your choosing. The installer will bring required devices, connect them inside your house and ensure the functionality of your subscription.

- The fiber converter is always connected.
- If you have ordered cable TV, the cable from the fiber is connected to your existing internal antenna network.

## Satisfaction survey

A feedback survey of the fiber internet installation is sent within one to two months after the completion of the installation.

**If you require more information about the installation, you can leave a callback request for the customer service of fibre connections at +358 10 190 280.**

[elisa.fi/omaelisa](https://elisa.fi/omaelisa)