

# What to expect during the Fiber Connect Plus TV installation process



One of the major factors to consider when selecting a TV provider is the installation process. A smooth, seamless procedure for installation is indicative of the level of support you should expect from your provider. At Spectrum Enterprise, we're committed to delivering a high-quality customer service experience from beginning to end, starting with a straightforward installation.

The Spectrum Enterprise TV installation process involves multiple steps, but with the right preparation, it can be as unobtrusive as possible. The following steps outline what you can expect for Fiber Connect Plus TV installation and how you can help expedite the process.



## 1. **Checking the order and compatibility**

Prior to installation, we'll confirm the details of your order to ensure that the product you purchased is compatible with the wiring in your building. For example, Fiber Connect Plus TV cannot be installed correctly without the proper devices, wiring and TVs in place.

We'll also confirm that the installation location meets certain prerequisites, including:

- A secure, fully enclosed, lockable room where the Spectrum Enterprise equipment will be installed.
- Permanent power and air conditioning.
- Standard IT equipment racks and/or wallboard for Spectrum Enterprise equipment.
- Minimum point of entry (MPOE) to the equipment room, in the form of a conduit path to enter from the street.



## 2. **Preparing for multiple visits to your property**

Over the course of the installation process, Spectrum Enterprise staff will require access to your property multiple times. This may include construction, field technicians and more to survey the property, prep it for equipment installation, laying fiber (if necessary) and product deployment. To ensure a smooth installation, please make yourself available when they visit.

Our technicians will hook up the fiber and tune up the TVs in the first few rooms, then provide you instruction for how to install the rest.



### 3. Establishing a timeline

To set an appropriate timeline, your project manager will ask questions such as:

- Do you have any important dates we need to plan around?
- Are there any contractual obligations that may be expiring, such as existing services?
- Is your location a new construction or an existing building?
- Do you own the building, or are you leasing the location from someone else? If so, whom?
- Who will manage the inside wiring connecting your rooms to Spectrum Enterprise service?

Once your contract and other prerequisites are in place, the installation process can begin. Keep in mind that the timeline may vary depending on conditions at the location. Permitting or other municipal or regulatory requirements could also delay installation.



### 4. Providing clear communication

Your satisfaction is a priority to us. That's why we work to provide ongoing communication throughout the installation process. We'll keep you informed of when we need to be onsite, when we're going to test our equipment and when you can expect your service to be activated. You'll also have access to a dedicated team of local technicians and 24/7/365 support by calling client care at 888-812-2591 to resolve any questions.

When it comes to TV installation, it helps to know what to expect. Spectrum Enterprise is committed to providing complete transparency and clear communication throughout the installation process. We're dedicated to ensuring smooth delivery and minimal interruptions to your business.

We're ready to work with you. Call your Spectrum Enterprise representative today or learn more about our TV products on our [website](#).

**Learn more**

#### About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](#).