

# STARHUB BUSINESS BROADBAND INSTALLATION JOURNEY



The full installation process may take approximately 14 days, subject to approval and coordination with your building management.

## SITE SURVEY

 *Approximately 30 Minutes*



Our engineers will assess the best way to lay the fibre cables on your premises and install the Fibre Termination Point (FTP) in accordance with your business needs. During the site survey, we need you to:

- Ensure that the person who has the authority to make decisions regarding cable routing and FTP locations is present.
- Agree on where the FTP will be installed and where the network equipment will be placed.

## BUILDING MANAGEMENT APPROVALS



After the site survey, our engineers will liaise with your building management to coordinate the fibre installation. We will then inform you of the installation schedule. In some instances, we may seek your assistance to contact your building management to gain access to the MDF room.

## FIBRE INSTALLATION

 *Approximately 3 Hours*




Our engineers will install the cables for the FTP within five (5) working days from the building management's approval. During the installation, we may have to open your ceiling boards and/or cable trunking, and need your assistance with:

- Ensuring that your premises are accessible for the fibre installation.
- Acknowledging the completion of the fibre installation.

Rest assured that our work will not affect your existing telco services.

## SERVICE ACTIVATION

 *Approximately 30 Minutes*



Our engineers will install the Optical Network Terminal (ONT) and other relevant devices for activation. They will test the service and require your sign-off on the service agreement before we can activate your broadband service.