



TECH LINK

You've Signed Up for MVlink, Now What?

You just found out the exciting news that MVEC's fiber internet MVlink is now available at your address and you've made the decision to switch to the fastest, most reliable internet in the area. But what does the connection process look like and what can you expect? MVLink is a 100% fiber to the home system, no wireless, no use of existing Ethernet or copper cables, no shortcuts! MVEC is bringing the backbone of the internet (Fiber) into your home, and a variety of factors from weather, required installation equipment, length of the drop, among other things, will affect how long it takes MVEC to install the service.

Connection Process

1. Request & Sign Your Service Agreement: This gives MVEC permission to install a fiber drop on your property and ensures you agree to activate service. Contact MVEC at 800-927-6068 or fiber@mvec.com to confirm service is available at your address and have the Service Agreement sent to you.

2. Pre-Drop Appointment: Typically, MVEC will contact you two days in advance of when we will be coming to your area to schedule this appointment. Note that this will be a 15-20 minute meeting during which an MVlink Technician will personally meet with you to review mapping/planning of how fiber will come onto your property. The purpose of this meeting is to determine where the best location for the modem/router will be in your home to provide you the best possible service and to walk out the drop installation on your property (outside). Once all that information is gathered, MVEC creates a "drop plan" that will be sent to our contractor who will then install the fiber from the main line to the exterior of your home.

Tip: Prior to the Pre-Drop Appointment, start thinking about what existing facilities you currently have in the ground (Private electric, gas, communication cables, dog fences, tile, sewer & water lines). MVEC will pass that information on to our contractor.

Tip: Having the Modem & Wi-Fi router centrally located in your home is vital to providing the best possible service. Your basement may be where your equipment is now, but obstacles like hardwood & ceramic flooring, brick & concrete walls and other Wi-Fi signal-killing home products should be considered when making the decision on where to install your modem & router. MVEC does offer a "Mesh" Wi-Fi unit to extend coverage throughout your home. (Consult your in-home installer during the install or call MVEC for more information).

3. Drop Construction: MVlink contractors will install the drop on your home/building either underground or overhead, determined during the Pre-Drop Appointment. Once contractors have construction completed (fiber run to the home), the splice crew will then splice and test your fiber (confirming live connection to your home) and send the test results to MVEC triggering the next step.

In-Home Installation Process

4. Schedule Installation Appointment: When we receive your test results from our contractor, MVlink Customer Service will contact you to review the scheduling process. This is a 10-15 min. call where you will want to note important privacy information that is related to setting up your secure account.

Tip: If MVlink customer service leaves you a message to schedule this appointment, call MVEC's office from the privacy of your own home (for questions related to account setup).

Tip: Add all appropriate authorized users to your account (anyone from your business or home who should have the ability to contact MVEC/MVlink about service or billing).

Tip: MVEC offers a Wi-Fi router for \$4.99/mo. for which you can download a free Managed Wi-Fi app. We highly recommend this service as it allows MVEC technicians and customer service reps to better assist you when you are having Wi-Fi issues.



5. Installation: You are required to be present during the approximate two-hour on-site installation (that occurs inside your home or office). Installations are scheduled Monday-Friday during business hours of 7:30 am-4:00 pm.