

This is what your Full Fibre Install will look like – Plusnet Help

(DESCRIPTION)

A woman in a Plusnet shirt standing on front of a pink background next to an image of a Plusnet router.

(SPEECH)

Hi, I'm Heather and welcome to Plusnet Help.

If you've ordered one of our Full Fibre products then this will help you prep for your install and let you know exactly what work will be carried out.

Let's do an internet

(DESCRIPTION)

Heather presses a big red button. The screen transitions to a block calendar with the title 'Pick you install day when you order'.

(SPEECH)

Heather: If you need an engineer your installation date is chosen when you first place the order.

(DESCRIPTION)

The date blocks change to a new date.

Heather is in front of a pink background, she puts on a baseball cap with the words 'DECISION MAKER' on it.

(SPEECH)

Heather: It's important to make sure a decision maker over the age of 18 is there on the day, due to the work required.

(DESCRIPTION)

The title 'The decision make needs to be over 18' appears.

Heather picks up a screwdriver and presses the button to make a noise.

A new title fills the screen 'You need permission from your landline before any install'.

(SPEECH)

Heather: If it's not your property you'll need permission from your landlord before the install can happen. The engineer will give you a bell on your install day to let you know when to expect them.

(DESCRIPTION)

Heather receives an SMS message on her mobile phone from her openreach engineer letting her know when he'll be there.

(SPEECH)

Heather: While getting connected normally takes less than three hours, sometimes work can take a bit longer. So plan accordingly.

(DESCRIPTION)

Relaxing music plays, and Heather is getting cozy lying back on a sofa filled with pillows and blankets. She is wearing an eye mask and holding a cup of tea.

Heather is back in front of the pink background.

(SPEECH)

Heather: Now here's the prepping part; before the engineer arrives, think about where you want the fibre cable to come into your property.

Bear in mind it needs to be both; near a double power socket, and ideally a good location for your hub so you can get the best Wi-Fi speeds.

(DESCRIPTION)

A double power socket is shown.

A sideview of a house. A router in the centre spreading Wi-Fi to every corner.

Heather on the pink background.

(SPEECH)

Heather: So hidden in a dark lead lined cupboard is not suggested.

(DESCRIPTION)

The outside wall of a house being drilled through.

(SPEECH)

Heather: The work will involve drilling a small hole through your wall, so keep that in mind when deciding.

(DESCRIPTION)

Heather clearing boxes from the area around a double socket until it is clear.

(SPEECH)

Heather: Once you've decided, make some space around the area for the engineer to do some work. We don't want them working near your prized egg collection.

(DESCRIPTION)

Three eggs in egg cups, all with smiley faces drawn on them. One of them gets hit open with a spoon, and the others are shocked.

(SPEECH)

Heather: Also have your new hub on hand ready to go.

(DESCRIPTION)

A box for a Plusnet Hub Two on an inside door mat.

(SPEECH)

Heather: This would have been posted out ahead of time.

If you're unsure of a location of the engineer can talk you through any options.

That's all the prep done so what will actually happen?

(DESCRIPTION)

An outline of a house.

(SPEECH)

Heather: Well, they'll run a fibre cable to your property, either underground or from a nearby telegraph pole.

(DESCRIPTION)

A cable flows underground to the house. A telegraph pole appears, and a cable connects to the house.

(SPEECH)

Heather: A small hole might be drilled if an engineer needs to use their ladder on the side of your property

(DESCRIPTION)

A ladder is shown on the side of the house, with the top where the telegraph pole cable reaches the house. A drill appears and where the cable and house meet.

(SPEECH)

Heather: A junction box on the outside of your property will be fitted.

(DESCRIPTION)

A small grey box appears when the underground cable meets the outside of the house.

A photograph of a real junction box, roughly 15cm squared. A small drill hole is highlighted where a cable comes from the junction box and into the property.

(SPEECH)

Heather: A small hole will be drilled to run a cable from the junction box to a powered wall mounted unit inside your property.

(Description)

An actual powered wall mounted unit or ONT (Optical Network Terminal), about the same size as the junction box is shown on the inside of a house. This has numerous wires attached to it, one of which is coming from the other side of the drill hole.

(SPEECH)

Heather: Then they'll connect your hub to the box.

(DESCRIPTION)

An ethernet cable is plugged into the back of the router, with the other end attached to the ONT. The router and ONT are shown close to each other.

(SPEECH)

Heather: The wall mounted unit and the hub will need to be close, hence the need for two power sockets near the install location.

(DESCRIPTION)

A laptop connecting to the internet and loading the Plusnet homepage.

(SPEECH)

Heather: Finally, they'll test the connection on one of your devices to check everything is working.

However TV boxes or power line adapters will not be setup.

(DESCRIPTION)

Heather holding a walnut up close to the camera.

(SPEECH)

Heather: That, in a nutshell, is your Full Fibre install.

(DESCRIPTION)

Heather turns the walnut shell around to reveal a happy pig holding a heart shaped balloon.

(SPEECH)

Heather: Once complete you'll have more dependable speeds that are delightfully fast. Perfect for browsing cat videos in 4K. Look at this cutie.

(DESCRIPTION)

Heather holds up her phone showing a video of a cute black cat being stroked.

(SPEECH)

Heather: Thank you for choosing Plusnet as your broadband provider.

Check out our other help videos or go to plus.net/help to see out troubleshooting guides.