

Your Installation Day **Explained**

What to expect when our engineers arrive to install your **LilaConnect** Full Fibre connection.

With you every step of the way



1. Booking Your Installation

When you book your installation via the LilaConnect portal, you can select a morning or afternoon slot.

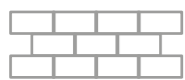


2. Checking the Setup

Before the installation day, we check the surfaces at your property to ensure a smooth process.



▶ **Grass/Lawn:** Cut a single slice to bury the cable.



▶ **Blocked paving:** Lift blocks, lay cable, reposition blocks.



▶ **Tarmac:** Custom solution based on permission.



▶ **Flagged drive:** Lift slabs, bury cable, reposition with a flush finish.



▶ **Pressed Concrete, Resin Driveways, Indian Stone, or other specialist surfaces:** Unfortunately we can't install through these surfaces.



3. Before Installation Day

- ▶ You'll receive an email the day before the installation, providing an estimated time of arrival for the engineer.
- ▶ Where you are unable to attend your appointment, please let us know 48 hours or more before your appointment and we will look to reschedule for you. Or you can do this yourself via your online portal at www.lilaconnect.co.uk.
- ▶ There will be a cancellation charge* if you cannot attend your appointment less than 48 hours before the time. Talk to our team at help@lilaconnect.co.uk regarding this.



4. On Your Installation Day

- ▶ You'll get a text on your installation day 15–30 minutes before the engineer arrives at your property.
- ▶ You, or a representative (aged 18+), must be available at the property for your installation slot and remain as long as needed until the works are completed.
- ▶ Ensure your driveway is clear for the team to access your property. Items like skips or immovable caravans can hinder installation, so please relocate them before our visit. Obstructions may prevent completion of the installation.
- ▶ Our engineers will also require access inside your property. Make sure there are two available plug sockets on or near a front wall of your property on the ground floor, and move any furniture that might block them. These sockets will be used for the router and SDD during the installation.



We're on our way. See you soon! 😊



5. The Installation Process

- ▶ The team starts by opening a small connection box in the footpath and laying a duct to your property.
- ▶ After burying the cable, the engineers will work on your property's ground floor front wall for fibre installation.
- ▶ A small hole is drilled into this wall for a patch lead that connects the cable to your property.
- ▶ Inside the property, the team connects the patch lead to a small white box fixed to your ground floor front wall.





6. Connecting Fibre to Your Home

The team goes to the nearest cabinet box in the street, and connects you to the network.



7. Testing and Setup

The team returns to your property to test the connection and show the speeds you'll get. You'll receive a router, power cable, and an ethernet cable for your home connection.



8. Final Steps

Any questions you have will be answered by the install team. Once you're happy with the work, the team will leave your property and you can enjoy your new, fast and reliable connection.



*T&Cs apply.



Lila
CONNECT

You're all set with **LilaConnect**

If there's anything you don't understand about your LilaConnect Gigabit Full Fibre installation or you have any other questions, contact us. **We're here to help.**

Tel: 0800 955 6670 | Email: help@lilaconnect.co.uk

LilaConnect Customer Service team opening hours may vary, please visit [lilaconnect.co.uk/contact-us](https://www.lilaconnect.co.uk/contact-us) for the latest information