

The two main ways we bring fibre cable into your home.

When you order broadband from a broadband provider you will be advised on whether the connection will be installed via an overhead/aerial connection (wired from a pole) or underground (via ducting). Both methods are explained below.

1. Overhead connection.

The most common connection to your home will be via an overhead cable from a telegraph pole near your property. If no convenient pole currently exists NBI may install one as part of the installation.

The engineer will then discuss with you where you would like the cable to enter your home and connect to your modem, for instance near your TV in the living room. Locations at the front or rear can be accommodated.

They will then discretely run the cable to that position, drill a small hole (approximately 10mm in size) install the cable and connect it to your modem.



2. Underground connection.

If an overhead connection is not possible or you already have some suitable underground ducting installed at your property then the engineer may install the cable underground (Including unblocking ducting if necessary).

Once this is agreed, the engineer will discuss with you where you would like the cable to enter your home to connect to your modem.

Installation can take between 1 hour and up to two days. When you place your order with your broadband provider, they will be able to advise you on a rough timeline and will give you an AM, PM or all day appointment slot.

For more information on how to get connected watch our explainer video [here](#).

