

1 Subscribe

- 1 **Member**
Subscribe to Trico Fiber at <https://fiber.trico.coop>. Select the plan that is right for you and complete the order process.
- 2 **Trico Fiber**
Trico Fiber Member Service Representative will contact the Member in 1-2 business days to confirm their subscription.

2 Fiber Drop

- 1 **Wolf Line Construction**
Contractor contacts the Member to schedule the fiber drop construction to the Member's home.
- 2 **Member**
Member does not need to be home for fiber drop construction. Both Trico Fiber and contractor crews will be working around the Member's utility box.
Please ensure the following:
 - Respond to contractors (will not be a Trico phone number)
 - Provide gate access (if needed)
 - Keep pets inside
- 3 **Wolf Line Construction**
Complete fiber drop, connecting and placing fiber to the Network Interface Device (NID) outside the Member's home.
Once construction has begun, it takes 5-10 business days to complete the fiber drop.

3 Installation Prep

- 1 **Trico Fiber**
Trico contacts the Member to schedule the in-home installation.
- 2 **Member**
Member will need to select a date and time for the install. Member must be home at the time of install.

Installs can be scheduled:
 - Mon - Fri: 7 AM to 3 PM
 - Saturday: limited availability



Optical Network Terminal (ONT)

4 Installation Day

- 1 **Installer**
Installer will arrive to the Member's home at the scheduled date and time to install fiber inside the home.
- 2 **Member**
Member must be home at the time of install. Please ensure the following:
 - Someone 18 years or older is present
 - Pets are put away
- 3 **Installer**
Installer will complete the installation, ensuring internet and devices are connected. Installations will take approx. 3 hours to complete.
- 4 **Member**
Download the Trico Fiber app on the App Store or Google Play Store to manage your devices, troubleshoot, and more.



Residential Router Gateway