

# Why must I be at home during installation?

Last Modified on 03/11/2017 11:46 am EST

If your home doesn't have cable access, our technicians need to install and activate cable outlets inside the house. If you live in a house already equipped with cable access, our technicians check for any damage to the cable wiring both inside and outside your home. Our installers will activate the cable inside your home. After installation, we will check the quality of your reception and educate you on your new equipment and services. These steps ensure that you are getting the best level of service.

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