It’s very important to us at Enable that you have a good experience when connecting to fibre broadband.

The information below has been put together to ensure you understand exactly what to expect during the connection process.

Connecting fibre at a home like yours — one that has already had the installation completed — is very simple because the physical installation is not required. This is because the service duct used to get the fibre from the street to your property is already in place.

1 CHECK ALL NETWORK EQUIPMENT IS PRESENT

You should already have fibre network terminal equipment (an ONT) installed inside your house or garage. Look for either a white or black Huawei branded box — see the images below.

Please ensure you have been able to locate this equipment, prior to your connection date. If any of this equipment is not present, please call Enable on 0800 4 FIBRE (0800 434 273) as soon as possible, so we can provide the missing equipment.

Examples of required network equipment
ENSURE YOUR EQUIPMENT IS CONNECTED CORRECTLY

To make the connection process as smooth as possible, please ensure your equipment is connected as per the images on the previous page. Specifically check that:

✔️ The yellow fibre cable with green plugs is connected from the ONT’s ‘optical’ port (for the white ONT, this is situated on the back) to the green port on the ITP.

![Images showing connection setup]

✔️ The power is plugged in and the ONT is turned ON. The power light should be illuminated.
✔️ The PON light on the ONT is on – either solidly illuminated or flashing.
❌ If the LOS light is flashing red, please call us to discuss your set-up. We may need to book a technician to visit and investigate.

CONNECTING YOUR FIBRE MODEM TO THE ONT

Once you have received your fibre-capable modem from your retail provider, you will be able to establish a broadband connection on the confirmed date for your service to be activated.

When you receive the confirmation message from us to advise your fibre broadband service has been activated, you can initiate your connection by following these steps:

- Using the cable supplied with the wireless modem, plug the modem into the applicable LAN port on the ONT. The LAN ports are labelled LAN1–LAN4, as per the picture below.
- The applicable ONT LAN port number will be specified in the confirmation message you receive from us.
- To confirm which port on the modem to plug the cable into, please refer to the modem documentation supplied by your provider.
- If you have no lights or a flashing red LOS light, please call Enable on 0800 4 FIBRE (0800 434 273) as we may need to book a technician to complete the installation.

![Diagram showing ONT ports]

Telephone Service

If you have also ordered a telephone service (sometimes called voice over fibre or voice over IP), your phone will generally be plugged into the port labelled TEL1. Depending on your provider this could either be the TEL1 port on the ONT or the Wi-Fi modem, but please ensure you contact your service provider to walk you through connecting your phone.