How long is the wait time to get my broadband installed?

Installation · https://quickline.co.uk/knowledge/how-long-is-the-wait-time-to-get-my-broadband-installed/

If you're interested in ordering a Quickline service, you may find yourself asking "how long is the wait time to get my broadband installed?" In this article, we try to provide a guide. However, appointments may be available sooner or later than expected depending on availability.

Typical lead times

We work hard to get everyone connected as quickly as possible. If your area’s network is already live, installation is usually completed around three to four weeks after your order is placed. The timing depends on both your availability and that of our engineers.

- Full Fibre customers - Appointments available from 10 working days in the future
- Fixed Wireless customers - Appointments available from 15 working days in the future

On occasion, these can be faster than expected or they can take longer. It's all about your availability and ours. We do our best to ensure the wait time to get your broadband installed isn't too long. We know it's exciting.

Other info

We usually begin with a survey of your property to help streamline the installation process. For Fibre customers, this survey is normally done as we pass the property. Occasionally, more extensive work may be required, such as digging to prepare the fibre optic cables. This can extend the timeline slightly. If this happens, and there is a delay, rest assured we’ll keep you informed every step of the way.

Want to know what to expect on your installation day? Take a look at this quick guide.

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