

10

simple tips to help you prepare for your GO installation



1

Access required

Our installer might need access to a shaft and/or basement and/or roof, drive-in and/or façade. It is recommended that, on the day of installation, your neighbours are also available

Applicable for: All services



2

Conduit

If you'd like our installer to pass wiring through your conduit, please ensure there is enough space in said conduit

Applicable for: All services



3

Furniture

Move any furniture blocking conduit or telephone connections prior to installer's arrival

Applicable for: All services



4

18+

Someone 18 years or older needs to be present during installation

Applicable for: All services



5

Time window

The installation generally takes around 2 to 3 hours per service

Applicable for: All services



6

Equipment

Please ensure that all equipment you already have (e.g. modem, Smart Wi-Fi pods, TV set top box etc.) is available to the installer. For every piece of equipment being installed, an electricity point is required

Applicable for: Internet, TV



7

TV right away

To start enjoying great TV channels right away, our installer will also set up your TV set. To do this, a working TV set must be available at the time of installation

Applicable for: TV



8

Interactive TV

Installer will connect a cable (CAT5 UTP) between the modem and the GO interactive TV HD set top box (STB)

Applicable for: Interactive, TV



9

Change appointment date

If you need to change appointment date, follow the link you will receive from us via SMS or message us on WhatsApp +356 7970 7970 or Messenger, at least 48 hours prior to installation and we will find another date

Applicable for: All services



10

Pets

We love our furry friends; however our installer would appreciate it if you kept any pets restrained during the installation

Applicable for: All services