



TCLP Fiber Service Installation Pre-Sign-Up

This app allows the user to enter an address OR click on a target map location to obtain TCLP fiber service availability (internet and phone) and pre-sign-up for fiber service installation.

Click the **Enter** button below and then enter your address in the **Enter Your Address Here** box in the upper-left of the following screen.



TCLP*fiber*_{sm}
Your Community Network

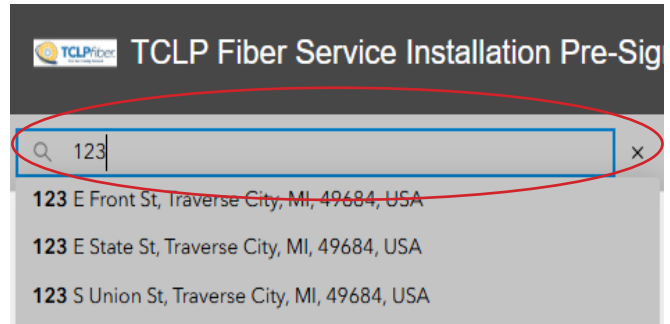
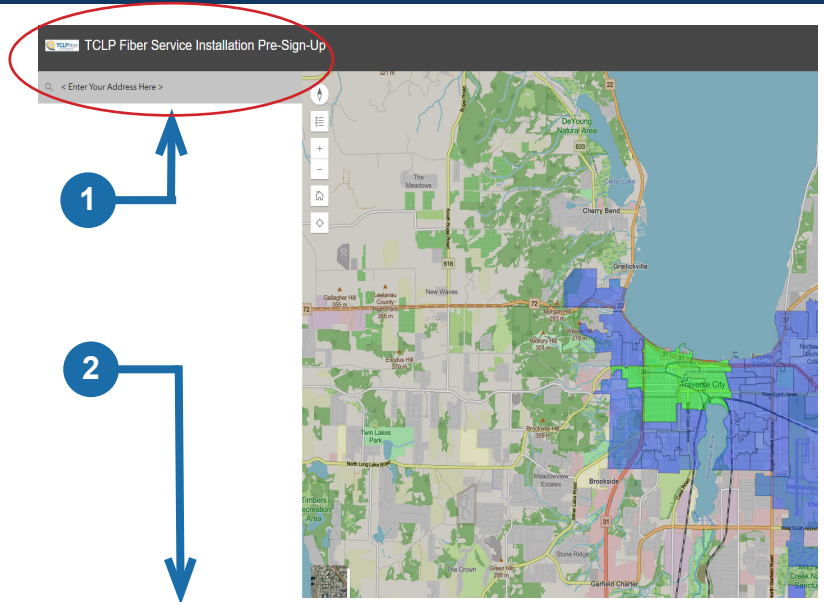
— USER GUIDE —

TCLP*fiber* Service Installation Pre-Sign-Up

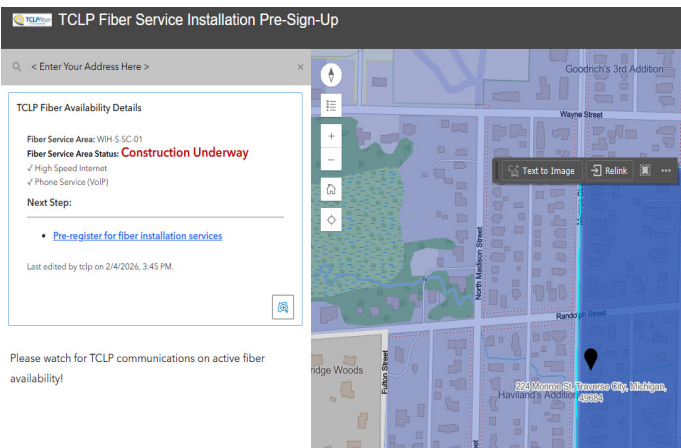
How to Pre-Sign Up for TCLPfiber Installation

Step One: Check your Address

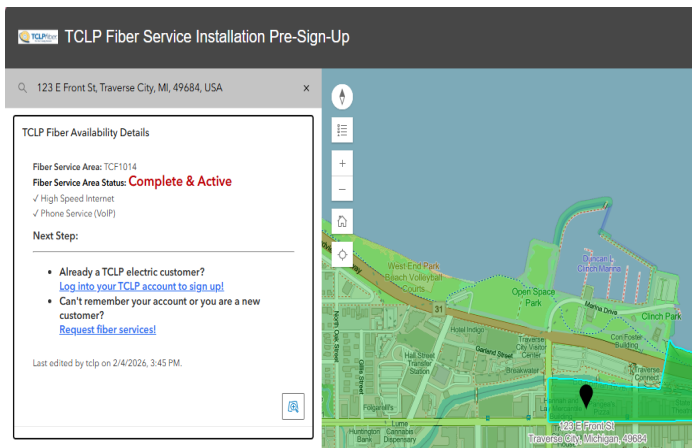
- 1 Locate the address search bar in the **top left corner** of the page.
- 2 To see if service is available at your location, enter your address in the search bar in the **top left corner** of the page and click to choose your address when presented.
- 3 You will then see one of two options, depending on if your location is within the **Construction Underway Area (BLUE)** or the **Complete and Active Area (GREEN)**.



Option One: Construction Underway Area (BLUE)



Option Two: Complete and Active area (GREEN)



Call: 231-922-4940

Email: customerservice@tclp.org

Visit: www.tclp.org



How to Pre-Sign Up for TCLPfiber Installation

Step Two: Review your Status

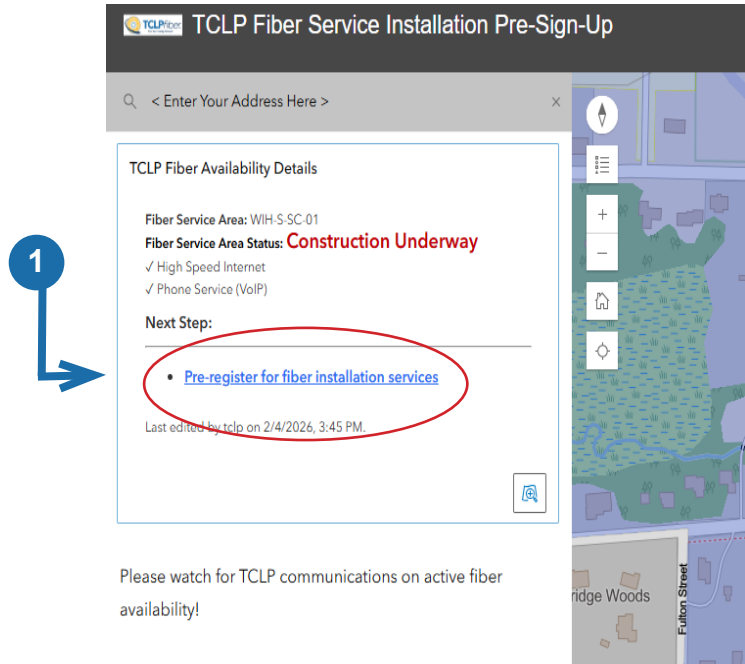
- 1 After entering your address, you will see one of the following options:

Option One:

Construction Underway (Blue Area):

Pre-register for fiber installation services by clicking on the link and filling out the form.

See page 3 for Option Two: Complete and Active (Green Area).



Please watch for TCLP communications on active fiber availability!

Step Three: Fill out the Pre-Sign Up Form

- 1 By clicking on the "Pre-register for fiber installation services" link it will then prompt you to fill out the form to pre-register for fiber installation services.
- 2 You must re-enter your address into the "Find your Address or place" search bar at the top of the form and click on your address when it is presented.
- 3 An email confirmation will be sent to the email provided in the form upon submittal.

The screenshot shows the 'Fiber Service Installation Pre-Sign-Up' form. At the top, there is a search bar labeled 'Point*' with the placeholder text 'Find address or place'. A red circle highlights this search bar. Below the search bar, there is an error message: 'There was an error: Please check the location permissions on your browser and operating system.' Below that, a red banner says 'Can not find your location. Please check your browser to ensure that your location is shared.' Below the banner, there are input fields for 'First Name*', 'Last Name*', 'Address*', and 'Phone Number*'. A blue arrow with the number '2' points from the text to the search bar.

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Step Two: Review your Status

- Option Two: Complete and Active (Green Area):**
You are within the active service area.

There are two ways to sign up for TCLPfiber.

- Log into your TCLP account to sign up. For instructions on how to sign up through your online portal click [here](#).
- If you cannot remember your account login information click the "Request fiber services" link to request TCLPfiber services.
- After you click on the "Request fiber services" link it will then prompt you to fill out the form to pre-register for fiber installation services.
- You must re-enter your address into the "Find your Address or place" search bar at the top of the form and click on your address when it is presented.
- An email confirmation will be sent to the email provided in the form upon submittal.

The screenshot shows the 'TCLP Fiber Service Installation Pre-Sign-Up' page. The address '123 E Front St, Traverse City, MI, 49684, USA' is entered in the search bar. The 'TCLP Fiber Availability Details' section shows: Fiber Service Area: TCF1014, Fiber Service Area Status: **Complete & Active**, and checkmarks for High Speed Internet and Phone Service (VoIP). The 'Next Step:' section contains two options: 'Already a TCLP electric customer? Log into your TCLP account to sign up!' and 'Can't remember your account or you are a new customer? Request fiber services!'. The second option is circled in red. A map on the right shows the location in Traverse City, Michigan, with a green area indicating the active service area.

Please watch for TCLP communications on active fiber availability!

The screenshot shows the 'Fiber Service Installation Pre-Sign-Up' form. At the top, there is a search bar labeled 'Find address or place'. Below it, a red error message states: 'There was an error. Please check the location permissions on your browser and operating system. Can not find your location. Please check your browser to ensure that your location is shared.' Below the error message, there are input fields for 'First Name*', 'Last Name*', 'Address*', and 'Phone Number*'. A blue arrow points to the search bar.