

Reynolds Cable Inc.

HSI/IPTV Installation Policy

The following policy describes what is included and required in a standard HSI and/or IPTV installation. Our installers make every effort to perform the most discreet, professional, and efficient installations possible. Any questions about this policy should be discussed with the installer prior to installation.

Installation Practices

- All wire line services (Telephone, HSI, and IPTV) originate from the Network Interface Device which will be provided by RCI, and placed on the side of the home near where other utilities enter if possible.
- Wire extending from the NID to the modem will be placed at no additional fee as part of the initial installation. To place this line the installer will drill through the rim joist allowing access to the basement/crawlspace. In situations where this is not practical the hole may be drilled directly into the home through an exterior wall.
- Installations will require one special non filtered jack to be present at the location where the modem will be placed. If there is no jack present in the location best suited for the modem this jack may be installed free of charge as part of the initial installation. In instances where ability to place a jack or run wire is limited by home design/construction, weather, or other factors; installer may opt to use in-line filters in combination with an existing jack as an alternative.
- Installations will require CAT 5 communications cable to be run from the provided modem to the computer or router as well as each location in the home where a “Set Top Box” will be placed for IPTV service. RCI will provide and install the communications line in accordance with the guidelines set forth in this policy.
- Location for the modem(s) will be selected by the installer to provide the most central and convenient location for running the cabling. One hookup will be provided for each STB, and one for HSI. The cabling for these hookups is not to exceed 150’ per individual run and 500’ per modem. Additional cabling, hookups, or subsequent changes in location are not covered as part of a standard installation and will be billed according to our installation service fees if desired.
- All cabling will be run in the most efficient way possible to the locations specified. Preference will be given to routing cabling through basement/crawlspace area when possible using holes in floor along baseboard for first floor access. In cases where basement/crawlspace is obstructed, and/or 2nd floor access is unavailable via interior, installer may opt to run cabling along the exterior of home or along baseboard to the desired location.
- Installers will verify internet connectivity and set up email account on subscriber’s computer if available and found to be in good working order. If subscribers computer is unavailable or found to be in poor working order, installers will verify connectivity using their laptop and recommend the subscriber have their computer serviced. RCI is not responsible for configuring third party wired or wireless routers. A Modem/Wireless router is offered by RCI for an additional monthly fee that is fully supported.

Installer has final judgment on installation practices and may decide to use different methods when deemed to be more appropriate for the situation.