

Reynolds Cable Inc.

Wireless Internet Installation Policy

The following policy describes what is included and required in a standard fixed wireless broadband 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

- Wireless internet installations require a radio transceiver and antenna to be mounted in a location found suitable by our installers. Most common choices for mounting are; on the roof, on an existing antenna mast, mounted to the fascia board of the roof, or mounted in the gable or other area of the homes exterior. When attaching to asphalt shingled roofs tar sheets are used in combination with lag screws. Customer may request that the antenna not be mounted on their roof although this may prevent them from being eligible to receive the service.
- It is required that a surge arrestor be installed on the exterior of the home to protect our equipment and allow testing or troubleshooting without entering the home. This box is approximately 3.5"x 5.0" and beige in color. It is most commonly placed a few inches above the foundation on the corner of the home closest to where the antenna and transceiver are mounted. Along with the surge arrestor a grounding rod will be driven in this general location.
- Communications cable and ground wire must be placed from the radio transceiver to the surge arrestor with the ground wire continuing to the ground rod. An additional communication cable must be placed from the surge arrestor into the home to the end user device (computer, router, hub...). All efforts are made by our installers to be discreet as possible in the placement of these cables along the exterior of the home.
- In order to place the communication cable into the home the installer will either drill through the rim joist into the basement or directly into the desired room through the exterior wall. Installers may also utilize preexisting holes when convenient.
- The subscriber will receive a maximum of 300' of communications cable from the transceiver to their end device (ex: computer, router, hub...). Cabling will be run in the most efficient way possible to the location specified. Preference will be given to routing cabling through basement/crawlspace area using a hole in floor along baseboard for first floor access. Wall fishes may also be requested on open chamber interior walls without obstructions. 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 to the desired location. 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.
- 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.

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