

# Reynolds Cable Inc.

## Wireless/Satellite Internet Installation Policy

The following policy describes what is included and required in a standard fixed wireless broadband or satellite broadband internet installation. Services not mentioned in the policy may be billable per standard rates. Please see fees and rates sheet for more information. Our installers make every effort to perform the most discreet, professional and efficient installations possible. Not all items apply to all services. 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 or satellite dish 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, on the fascia board of the roof, on the siding of the home, or mounted in the gable or other area of the home's 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. Not all locations can be utilized for all types of service. Some satellite installations may use or require installation on a free standing pole mount. A non penetrating mount is also available for an additional fee for use on a commercial flat roof.

**For installations where a free standing pole is required:** A free standing pole mount will be installed and a credit will be issued on the subscribers first bill for the associated cost. Poles provided under this provision will be located as close to the home as possible in a location of the installers choosing. Any installations requiring trenching through gravel, concrete, tree roots, over (4) feet of landscape media, or over (15) foot total are subject to additional fees. Any requested deviation from installer's chosen location will be subject to signal availability and additional installation fees.

**For installations where a free standing pole is not required:** An applicant may request that a free standing pole mount be installed for the additional pole mount fee. Poles provided under this provision will be located as close to the home as possible. Any requested deviation from that location will be subject to signal availability and additional installation fees.

- It is required that a surge arrestor or ground block be installed on the exterior of the home to protect our equipment and allow testing or troubleshooting without entering the home. These are most commonly placed a few inches above the foundation on the home close to where the antenna and transceiver are mounted or where the cable enters the home. Along with the surge arrestor a grounding rod may be driven or other attachment to the home's grounding system.
- Communications cable and ground wire must be placed from the radio transceiver/satellite dish to the surge arrestor or ground block with the ground wire continuing to the ground rod or other bonding point. An additional communication cable must be placed from the surge arrestor or ground block into the home to the end user device (computer, router, hub etc..) or company provided modem. 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...). Satellite Installs will receive a maximum of 150' of communications cable from the receiver dish to the provided modem. 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. In cases where basement/crawlspace is obstructed and/or 2<sup>nd</sup> 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.