

## PROFESSIONAL INSTALL GUIDE

### **Pre-Wire – Telephone Service**

*(Building or House Frame)*

- Request for Pre-Wire of premises should be made before interior walls go up.
- Customer should mount plastic receptacle box(es) at each location they wish to have a desk or wall jack mounted.
- Customer, or customer's authorized agent, must be present at the location on the date the pre-wire work is done.
- Wiring used will be at a minimum: copper, solid, 24 gauge or thicker, twisted pairs, marked to indicate compliance with the electrical specifications for Category 3.
- Service wire will be installed and grounded to power ground.
- Customer is responsible for ensuring that installed service wire is pulled through the receptacle box(es), to prevent receptacle from being sheet-rocked or paneled over.
- Wiring is provided free of charge.
- Customer is billed for premise work time at \$30.00 for the initial 15-minute increment, and \$10.00 for each additional increment. A service order charge of \$12.50 (Res) or \$16.50 (Bus) also applies.

### **Standard Professional Wiring Installation - Telephone Service**

*(Building or House with existing walls)*

- Customer, or customer's authorized agent, must be present at the location on the date the installation work is done.
- When building/house is located on a slab, entry of service wire may be made either through side of dwelling, or through attic. Entry will be determined by technician at time of service.
- When building/house is located on piers, entry of service wire may be made from beneath dwelling, through side of dwelling or through attic, and will be determined by technician at time of service.
- Wiring used will be a minimum: copper, solid, 24 gauge or thicker, twisted pairs, marked to indicate compliance with the electrical specifications for Category 3.
- Service wire will be installed and grounded to power ground.
- Standard wiring is provided free of charge.
- Standard Professional Installation includes central office connection, and verification of dialtone to customer interface. Cost of Standard Professional Installation shall be based on established service connection fee as defined in Millry's Price List, plus applicable premise work charge(s) and equipment charge(s). Price does not include pre-paid local service or security deposit (if required).
- Telephone jacks may be purchased for \$4.15 each, plus tax.

### **Items not covered by Standard Professional Installation – Telephone Service**

- Telephone sets.
- Installation of CAT 5 wiring.
- Any materials used to hide exposed cabling. (continued next page)
- Installation of wiring *inside* existing walls is not covered by Standard Professional Installation

(due to crossbeams within the walls, lack of access, etc). However, every effort will be made to strategically and optimally place wiring for maximum cosmetic benefit.

### **Standard Professional Wiring Installation - DSL Service**

- Customer, or customer's authorized agent, must be present at the location on the date the installation work is done.
- DSL installation will consist of central office connection, and termination of DSL service to the DSL modem/router. Customer is responsible for connecting service from modem/router to computer.
- Installation includes one telephone jack, if no jack is in place to connect service to customer's computer. Applicable charges will apply if more than one jack is installed, or if jacks are installed in locations not necessary for installation of DSL service.
- Customer is responsible for providing anti-virus protection and firewalls to protect confidential and personal data.
- Customer is responsible for having a compatible computer system with an Network Interface Card prior to obtaining DSL services.
- Proper electrical grounding is required to lease DSL modem and surge protector.

### **Standard Professional Installation - ViaSat**

- Travel to and from subscriber location within 50 miles of installer office.
- 150 feet maximum RG6 cable from ViaSat antenna to the modem.
- Cable routed through one exterior wall and one interior wall or floor.
- ViaSat Antenna grounded and bonded.
- All wire and cable installed within manufacturer's specifications.
- All visible cable secured along appropriate structural lines.
- All structural cable penetrations required for mounting bracket are appropriately sealed.
- All aspects of installation are in full compliance with the National Electric Code.
- All aspects of the installation are in full compliance with any and all applicable state codes.
- All aspects of the installation are in full compliance with any and all applicable local codes.
- Satellite modem connected to one computer using approved ViaSat Ethernet cable.
- Registration process successfully completed by the technician and the subscriber.
- Technician shows the subscriber that the Internet and email (if subscriber chooses to use MillryWB ISP email) functions are working.
- Technician bookmarks appropriate ISP portal page ([www.millrywb.net](http://www.millrywb.net)).
- Installer provides up to 15 minutes of subscriber education on system operation and features.
- Installer obtains appropriate subscriber signature on Post-Installation Check List form.
- Installer removes all installation debris (cable scraps, wire ends, packaging, boxes) from the subscriber's residence/business.

### **Items not covered by ViaSat Standard Installation**

The ViaSat Standard Installation does not include the following. Additional charges may apply.

- Installation of ViaSat Antenna at a location on the subscriber structure not accessible from a 25-foot ladder.
- Extra approved RG-6 cabling over the maximum of 150 feet.
- Drilling through more than one exterior wall and/or more than one interior wall or floor.
- Any materials used to hide exposed cabling. Non-penetrating roof mounts and chimney mounts. (continued next page)

- Ground rod installation.
- Removal and/or repair of previously mounted equipment with a Waiver of Liability signed off by subscriber.
- Complex installations including excess cabling requirements, wall fishes, networking to include wire and wireless configurations, etc.
- Installation and/or configuration of a Local Area Network that supports multiple computers or connections, wired or wireless.

Additional installation charges may be applicable for non-standard installation work and must be determined and agreed upon between subscriber and premise technician prior to beginning work. All intended additional work will be documented on the Non-Standard Installation Estimate Form and signed by the subscriber and premise technician.