

1 Customer Wireless Installation Information & Guideline

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Purpose:

This document provides the customer of an overview of our installation process. Upon the completion of reading this document the customer will have a clear understanding of our installation process and what is required of the customer before, during and after the installation.

Goals:

- Ensure the customer is aware of what they need to complete before installation
- Ensure the customer understands what our basic installation covers
- Ensure the customer understands they **MUST** be present during the installation
- Ensure the customer understands time slots are either AM or PM
- Ensure the customer understands the **MUST** have their router purchased and on site
- Give our customers a solid understanding of the entire installation process
- Resulting in a successful install and most importantly a satisfied customer

Installation Overview:

1. During or after the sales call if the customer elects to move forward with our service
 - a. A day and time slot is selected
 - b. Materials are ordered, shipped and delivered and assigned to a resource
2. Customer is notified that they **MUST** supply and/or purchase a router
 - a. Which **MUST** be available on-site for the installation
 - i. If the router is not onsite the install will be canceled
 - ii. The customer will be billed for this onsite visit
3. On the scheduled install date
 - a. The field service resource will arrive and perform the install process
 - i. See the details on the next page including a diagram
4. Installation will be tested
 - a. The field services technician will test the install
 - i. Confirming connection to the internet
 - ii. Confirming the customer is receiving the speeds they purchased
5. THIS IS BEING CHANGED - The customer is provided digital document
 - a. Signing the document and billing will start.
 - i. This may change in the near future.

See Next Page - for more information

Basic Installation Information & Guideline:

A basic installation that our installer can perform is.....

Install into the home

- Run cable from the radio
- Through one exterior wall
- With ethernet run of 75 feet

What the installer does not perform as a basic installation

- Run cable to router further than 75 feet of exterior wall penetration
- Fish cable through walls
- Run cable into attics over ceilings

What Bertram will perform as a Non Basic Installation

- Run cable longer than 75 feet
- Run cable in unfinished basement or existing cable chases

What Bertram does not perform

- Fish cable through walls
- Run cable into attics over ceilings
 - Still requires an existing cable chase

Image:

NOTE: this image is for example only as your CPE, POE Adapter and Router may look different

- Outdoor CPE (Customer Premise Equipment) - The radio
- POE (Power Over Ethernet) Adapter is installed and plugged into the outlet
- Ethernet cable is run through exterior wall
 - Then connected to our POE Adapter
- Another ethernet cable is plugged into the the POE Adapter to your router's WAN port
 - You can connect your device to your router by
 - Wireless connection
 - Hardwired with an ethernet cable

