



SATELLITE BUSINESS INTERNET INSTALLATION WHAT TO EXPECT

PRE-INSTALLATION After an order is placed with BCN for satellite business internet a Viasat technician in the local area will contact the customer to confirm the installation date and time, or to schedule a new date and time if the order was unscheduled.

DESCRIPTION OF EXPECTED WORK

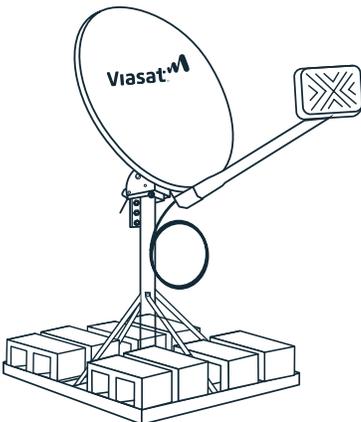
When the technician arrives he or she will perform a site survey detailing the proposed installation. If options are available, the technician will review them with the customer. Once the site survey is agreed to and signed by the customer the technician will begin work. Typical commercial installations take between 2-3 hours, but may vary based on site-specific considerations.

The installer will:

- › mount the antenna in an optimum location based on clear line of sight, available mounting options, and customer preference.
- › run a cable from the exterior mount location to the modem, placed inside the location.
- › run a ground wire from the antenna to the proper ground source per National Electrical Code (NEC) standards.
- › activate the modem from wherever the customer chooses to place it (closet, central office, etc.).
- › verify internet service works.

INSTALLATION DETAILS

Customer must ensure roof access is available. In most cases the dish will be mounted on a non-penetrating sled. Other mounting options may be used such as, but not limited to, a wall or pole mount.

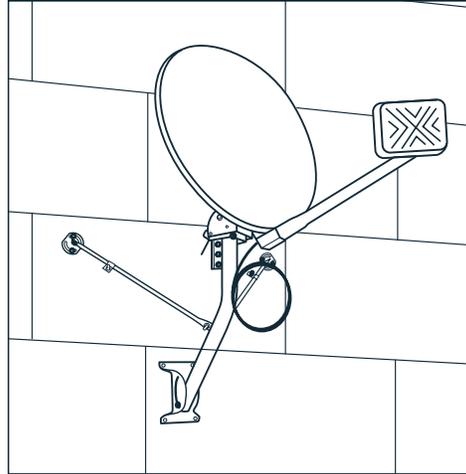


Non-penetrating sled mount

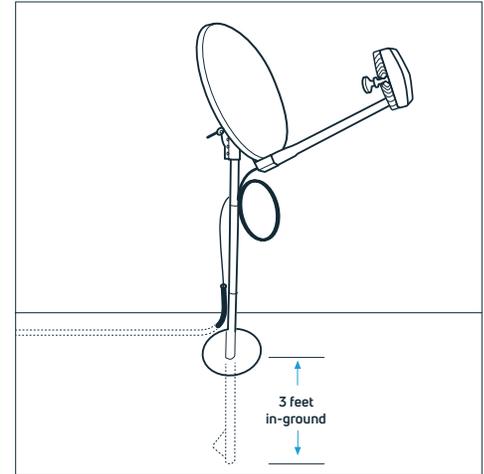
- › Note the satellite dish is circular in shape and measures approximately 28" x 29.5", which is similar in size to a satellite TV dish.
- › The total weight of the non-penetrating sled mount is approximately 254 pounds, which includes 8 cinder blocks (224 lbs.) and an antenna (30 lbs.).
- › A rubber membrane will be installed beneath the mount frame to prevent slipping or damage to the surface .
- › The dish and its antenna must be installed with a clear line of sight to the southern sky.
- › The cable run from the dish to the modem inside the building will be installed through existing access points, where possible. If an existing point of access is not available, one may need to be created. At this point, the technician will defer to the building landlord to coordinate work (with a roofer or other subcontractor).
- › Standard cable size is 150' or less. If a longer cable is needed, we will use a different coaxial type. This may delay installation since higher grade cable is not standard equipment and may need to be ordered.

ALTERNATIVE MOUNT OPTIONS

In certain cases the dish will need to be mounted using a wall or pole mount instead of a non-penetrating sled.



Wall mount



Pole mount

QUALITY CHECKS

- › When the technician completes the installation, they will run a provisioning script to ensure all equipment and cabling has been installed correctly, take pictures of the installation to have on file, and video chat with a supervisor for a live Quality Audit.
- › Once installation is completed, the technician will ask the customer to sign off on the installation and will leave the site clear of any unused material.