

# **Fiber Connect, LLC New Service Installation Policy**

Fiber Connect, LLC's goal is to get you, the customer, connected to our services in the quickest and most economical manner possible, in accordance with industry standards and practices. With that said, it is important that you understand how we define our standard installation and what it entails financially for you.

Fiber Connect, LLC defines their standard installation as a service drop to the premise from a point of interconnection to the demarcation point located in or outside your premise via a usable pathway. A usable pathway is defined as 1) an aerial route utilizing utility poles without obstructions such as trees or foliage and poles that meet NESC codes ("aerial pathway"), or 2) an underground path utilizing undamaged conduit(s) clear of obstructions such as ice, mud or other materials ("underground pathway"). Fiber Connect, LLC reserves the right to determine whether an aerial or underground pathway can and should be installed in order to connect the service drop to the premise, as well as determining the final location of aerial and underground pathways to and within the premise.

The customer agrees and acknowledges that Fiber Connect, LLC shall not be liable if, during the order and installation process, it is determined that service cannot be provided or that it is commercially impracticable to do so, at Fiber Connect, LLC's sole discretion. If an installation attempt is made and, at the discretion of Fiber Connect, LLC, is unable to be completed, Fiber Connect, LLC reserves the right to assess a failed attempt fee in a reasonable amount to the customer. In the event of a failed attempt, Fiber Connect, LLC agrees to consult with the property owner regarding options available to the property owner, if any, along with an estimated cost for same.

In the event of installation of an aerial pathway, it shall be the sole responsibility of the property owner to ensure the pathway within the property's boundaries are cleared to the satisfaction of Fiber Connect, LLC.

In the event of installation of an underground pathway where conduit(s) need to be replaced or new conduit(s) placed, Fiber Connect, LLC shall furnish a quote to the property owner prior to commencement of any installation.

A standard installation includes:

- Placement/installation of a fiber cable from the nearest point of interconnection to the premise demarcation point (distance not to exceed 1,000 feet);
- Supply and installation of demarcation hardware to transition from outdoor to indoor cabling;
- Supply and installation of indoor fiber cable from demarcation location to an ONT (optical network terminal) location routed via unfinished space or accessible interior chase way or conduit (distance not to exceed 100 feet);
- Supply and installation of an ONT, sometimes referred to as a fiber modem;
- Connection of devices at the interconnect points; and
- Provision of crew labor to install and connect items as described herein.

Any services or materials that fall outside the standard installation as described above are subject to additional costs and fees which will be due and payable by the Subscriber. Fiber Connect, LLC agrees to provide reasonable estimates for any additional work or supplies to Subscriber prior to commencing any additional work or providing additional supplies. Said estimate to be agreed to in writing by Subscriber prior to the provision of services described therein.

Examples of additional costs which are not included in the standard installation may include but are not limited to:

- Placement of new 3/4" continuous conduit by vibratory plow
- Fiber cable beyond the included 1,000 feet and measured by cable sheathing markings
- Conduit repair utilizing a two-man crew

Please note that other additional costs may exist that are not defined above.

Any questions please contact: [sales@bfema.com](mailto:sales@bfema.com)

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New Service Installation Policy (Red

