

## Document 2.1: Residential Fiber & Fixed-Line Installation Standards

Filename: OPS\_2025\_Home\_Internet\_Installation\_SOP.pdf

**1.0 PRE-INSTALLATION SITE REQUIREMENTS** Before a technician is dispatched, the customer must ensure the following environmental conditions are met:

- **Power Access:** A dedicated, grounded 120V AC power outlet must be available within 1.5 meters (5 feet) of the intended Optical Network Terminal (ONT) or Gateway placement.
- **The "Demarcation Point" (Demarc):** The technician will identify the external entry point where the provider's network meets the home. Access to the side of the building or the utility basement must be unobstructed.
- **Structural Permissions:** For rental properties, the customer is responsible for obtaining written landlord consent for "Drill-Through" entry (the creation of a 1/2-inch hole for fiber/coaxial cable entry).

### 2.0 HARDWARE DEPLOYMENT (ONT vs. GATEWAY)

- **Optical Network Terminal (ONT):** Converts light signals to electrical. This unit is permanent and must not be moved by the customer. It typically stays with the property upon move-out.
- **Residential Gateway (Router):** Connects to the ONT via Category 6 (Cat6) Ethernet. For optimal Wi-Fi coverage, the Gateway should be placed in a central, open location, at least 1 meter above floor level, away from large metal objects and appliances (microwaves/fridges).

**3.0 POST-INSTALLATION VALIDATION (SLA)** A professional installation is only considered "Complete" once the technician performs a **Speed Verification Test**.

- **Wired Standard:** Must achieve 90% of the advertised plan speed on a direct Cat6 connection to the Gateway.
- **Wi-Fi Standard:** Due to environmental variables (wall density/interference), Wi-Fi speeds are guaranteed to reach 50% of the plan speed within 5 meters of the Gateway.

**4.0 INSTALLATION FEES & WAIVERS** The standard installation fee is **\$99.00**. This is waived for customers signing a 24-month commitment or migrating from a legacy DSL service to Fiber.