



Our Community Broadband Pty Ltd
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FIXED WIRELESS - INSTALLATION PROCESS

1. Prior to booking your installation we will have completed an electronic survey on your property which has indicated that we can provide you with a service. The first objective on the day of the installation, is for the technician to complete a **physical survey from the roof**. If they find any major obstructions, there is a chance we will not be able to provide you with a service. You will not be charged anything if this is the case.
2. The technician will discuss for your approval the optimum placement of the roof pole and cable path prior to commencing the installation. We will discuss your wifi requirements throughout the property and we can install at your request any wifi boosters to enable blackspots within the property. The installation involves fixing our small antenna or dish to a pole on your roof (or we will provide one up to 3m) and running a cable (in conduit or behind a drain pipe) down the external wall. Then he will drill a hole into your property to push the cable through and install a faceplate to which we will attach our wireless router near a power source at approximately 450mm above floor level. *Our technician will advise the optimum positioning of the router. If you wish to have it located elsewhere we cannot guarantee its wifi performance throughout the property.* Should you decided to terminate a standard installation once the technician has arrived at your property, you will be charge a \$199.00 call out fee.

If you require hidden cabling as part of your installation you will need to request a quotation from us in advance as we will need to schedule a longer installation which will be at an additional cost to you.

If the technician ascertains from the testing on the roof that a taller pole is required, we will advise you of the additional cost. If you wish to proceed, it is likely we will need to reschedule the installation for another day unless we can arrange for a second technician to attend at short notice.

3. Once the technician has tested the broadband speed and it is at, or greater than the speed of the service you have ordered you will be asked to sign a completion form. Our support team will finalise the commissioning of the service which can take up to 48 hours to complete. Once they have finalised this, you will receive an email confirming your service is commissioned and then your first invoice, for the installation and a prorate charge for them months data will be processed.

Please be aware that if there are very wet conditions which make working on the roof dangerous, we may have to rearrange your installation for another day.

Before the installation

Before we install your system we require a signed copy of your broadband contract and direct debit payment information so that we can accurately provision your service on the day. All our documents including the Critical Information Summary (CIS) and SFOA (Standard Form of Agreement) are available to view online at <http://www.ourcommunitybroadband.com.au/downloads/>

OCB adhere to all requirements associated with working at height and workplace health & safety legislation. A copy of our public liability insurance certificate of currency is available on request.

EQUIPMENT IMAGES



Installed pole with 300mm diameter dish



Antenna alternative for certain geographies



10 Port business grade router



4 port residential router with POE injector