



Prepare for Your Appointment

- If you need to change or cancel your service installation appointment, please reach out to Sertex as soon as possible. If at least two (2) business days' notice is not provided, a rescheduling fee of \$135.00 will be charged for each service appointment missed. We cannot guarantee a specific timeframe for rescheduling.
- Each installation is different, and several factors can impact time required. A standard installation with average complexity typically takes between 2 and 4 hours. A more complex installation could take longer.
- There is a 1-hour arrival window from the scheduled time of the appointment. If the installer is running late, either the Sertex Customer Service representative or the installer will attempt to contact you.
- The subscriber or a representative (over 18 years of age) must be present throughout the entire installation.
- If someone is representing the customer, they must know the location for placement of the equipment. Keep in mind that Wi-Fi signals are stronger closer to the router. See below for a list equipment included in a standard installation.
- Be mindful that the installer may recommend a different location. If the desired equipment location requires a non-standard (custom) installation, additional charges may apply. A return trip may also be necessary. See **Custom Installations** below.
- Please make sure work areas (both inside and outside) are clear and accessible.
- Installers will be drilling and installing new wiring. Existing wiring may not be usable.
- If there are pets on the premises, please place them in a secure area so as not to interfere with the installation.
- If phone service has been ordered, subscriber should provide a telephone (either an analog phone or wireless telephone base station) to test the phone service. Refer to [FAQs Section 5: Telephone/VOIP](#) for additional information.
- Depending on your installation, the installer may recommend one or more accessories available for purchase, for example a Wi-Fi extender or battery backup.
- Please note that this installation is for Internet and optional phone service only. For information on Internet television, please visit the BroadbandBI website [Help Center](#).

Important Information Regarding Phone Service

- Plan to have a phone available during installation for testing the voice service.
- If you are transferring your existing phone number, you will be able to make outgoing calls only until your number is transferred (up to 14 days later). You need to maintain your existing service until your number transfer has been completed and tested. **If you cancel your existing provider service before confirming the number transfer, you will lose your existing phone number.**
- Within a few days following your installation, you will receive an email from Crocker confirming the date and time of the phone number transfer. Refer to the BroadbandBI website [FAQs Section 5: Telephone/VOIP](#) for additional information.
- If you are getting a new number, your phone service will be active for both incoming and outgoing following installation.
- At the time of installation, your phone service will be active at the ONT. If you would like Sertex to connect your new service to existing phone wiring/jacks, they can do this on a return trip for an additional charge. If applicable, the return trip must be scheduled for a date subsequent to the phone number transfer.
- In order for Broadband phone service to be operational during a power outage, we **highly recommend** the ONT be plugged into a battery backup unit. Refer to website [FAQs Section 6: Equipment](#) for additional information on power protection needs and the [Help Center article Tips For Power Outages](#) for additional information.



Installation Day - What to Expect

- Remember, there is a 1-hour arrival window from the scheduled time.
- The installer will discuss equipment location preferences with you and, if appropriate, offer options and recommendations. Following are equipment dimensions to help you plan ahead:
 - Network Interface Device (NID), if not installed previously, typically on the exterior of the premises.
 - Optical Network Terminal (ONT) installed with power supply inside a protective enclosure (typically wall-mounted, approx. 9.75" x 10" x 2.6")
 - Wireless Router, approx. 9.8" h x 3.5" w x 7.7 d" (may be optionally wall-mounted at additional cost)
 - 50' jumper cabling between the NID and the ONT (additional cost will be incurred if the length required is greater than 50 ft. Refer to the website [Service Plans](#) page for current pricing)
- The installer will install/setup the premise equipment and cabling, including the NID (if not previously installed), the ONT (with fiber jumper from the NID), and the router (with ethernet cable from the ONT).
- The installer will activate and test the internet service, and optional phone service. Note that phone number transfer, if applicable, will not occur during this installation.
- The installer will work with the subscriber to connect at least one wireless device to the Wi-Fi network. This will confirm the Wi-Fi password and that a subscriber device can successfully connect.
- At the end of the installation, the subscriber will be asked to sign for acceptance of the installation work.

Custom Installations

There are several situations that may require a custom installation, such as:

- Interior equipment placement requires a fiber jumper cable (from NID to ONT) that is longer than the 50 ft jumper included in the standard installation.
- Due to building characteristics (e.g., metal construction or other factors that may interfere with Wi-Fi signals), a Wi-Fi range extender may be required or recommended.
- Subscriber may not have available power protection for the new equipment and wish to purchase an uninterruptible power supply.

Refer to the website [Service Plans](#) page for the current selection of Custom Installation options with fully installed pricing. For all custom installation items, payment is required at the time of purchase. Credit cards only are accepted, no cash or checks.