

Fixed Line Installation Expectations

Pre-Phase 1

Ventus provides a window of arrival time (normally 8AM – 12PM or 1PM – 5PM local time).

Customer is required to provide detailed site (basement, vestibule, 3rd floor by cafeteria, etc) and contact information. This eliminates multiple install attempts during Phase 1.

Site contact must be knowledgeable regarding telco closet location, provide access to the closet and able to escort the technician.

Site contact must provide the approximate distance between the DMARC and the hardware location. This distance cannot be over three hundred feet.

Customer must determine who will extend the DMARC to unit (Customer or Ventus). Depending on length and complexity of the extension, additional costs may be incurred if Ventus performs the extension.

Phase 1 – Fixed Line Service Install

The technician installs the service to the building and to the DMARC (the point where phone lines enter the building, usually in a phone room), connects the service, and tests for signal.

The DMARC extension is a Cat5/Cat6 cable used to plug into the Ventus router (extension will be done with Cat5/Cat6 cable to a newly installed biscuit jack). Ventus equipment will connect via crossover cable.

If possible, the site contact should verify the following prior service provider technician departure:

1. Line was run
2. Testing completed
3. Ensure service was labeled

Fixed Line Installation Expectations

Pre-Phase 2

Customer must receive a firm date/time from Ventus for the Phase 2 install.
Site contact must be familiar with the above information from Phase 1 install.

Phase 2 – Ventus Hardware Install

Ventus sends technician to connect Ventus router to Service and tests connectivity to Ventus Data Center.

Ventus will arrive at designated date/time and meet site contact. (If special access is needed, please make sure to assign Ventus as a preferred vendor at the site PRIOR to the day of install.)
Ventus will connect the router to the telco via crossover cable and will test for connection.