

## July 25 2019 Appendix “A”

### Appendix “A” to Terms and Conditions NRBN High-Speed FTTH Internet Service Installation Protocol

#### Standard High-Speed FTTH Internet Installation

The following description of what occurs, when the NRBN installer performs a “Standard High-Speed FTTH Internet” installation:

#### Outside the home or building:

**Step 1:** NRBN will install an underground conduit, up to 130 feet, from the property line to an ideal location on the home by trench, bore, plough, or other means.

**Step 2:** The installer will mount an outdoor fibre termination box on the home and terminate a fibre optic cable.

**Step 3:** The installer will install a fibre optic cable, up to 50 feet, from the termination box into the home to the NRBN supplied ONT (Optical Network Terminal). In most cases, a small hole is required to be drilled in the outside of the wall to allow entrance of the cable.

**Step 4:** The installer will seal all exterior holes and use drip loops on all exterior cables.

#### Inside the home or building:

**Step 5:** The installer will run Ethernet cable, up to 50 feet, from the ONT to the router’s location in the home or building.

#### Wi-Fi hotspot equipment:

The standard installation includes a single Wi-Fi router and/or ONT. Mesh Wi-Fi extender equipment may be available upon request for an additional monthly fee.

**Step 6:** The installer will hook-up an AC Power Adapter.

**Step 7:** The installer will test the High-Speed FTTH Internet installation with his or her laptop computer to ensure the signal strength is at the required service level and Internet browsing is functioning.

**Step 8:** The installer will provide you with an information sheet and documentation, which will allow you to access the high-speed FTTH Internet service.

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Non-Standard High-Speed FTTH Internet Installation (additional cost<sup>1</sup>)

Additional charges may apply for any installation work that falls outside a Standard High-Speed FTTH Internet installation. This includes, but is not limited to, the following:

- running cables in excess of the lengths stated in the (above) Standard High-Speed FTTH Internet installation;
- multiple runs of Ethernet cable within the home or building;
- custom routing of outdoor cables below ground (trenching) or away from the home or building;
- snow removal or equipment removal from the Service Location;

**Other Requirements:** Customer will at its expense provide all necessary electrical connections and other preparations and alterations to the Site(s) reasonably required by NRBN to install and maintain the Equipment.

**Access to Customer Premises:** For the purpose of restoring the NRBN FTTH Internet Services in the event of an interruption, the Customer acknowledges that NRBN may require access to the Customer’s premises. The Customer agrees to provide such access immediately upon NRBN’s request at no charge to NRBN.

NRBN may, upon reasonable notice to the Customer, make such inspections, tests and adjustments as it may deem necessary to investigate, modify or maintain the FTTH Internet installation or operation of the Customer’s or NRBN’s Equipment or connecting facilities. Upon such reasonable notice, the Customer shall make available to NRBN access to such facilities and the Equipment (including by providing access to the Customer’s premises) as may be reasonably necessary in the circumstances. The Customer acknowledges that failure to do so may prevent NRBN from maintaining the network, equipment facilities and Equipment in satisfactory condition and agrees that if the Customer fails to provide such access the Customer will have no remedy for the inability of NRBN to meet its obligations under the Terms of Service.

Additional Terms and Conditions

December 5, 2018

### FTTH Service

<b>Term</b>	<b>Installation Fee</b>	<b>Early Cancellation</b>
1, 2, 3, 4 or 5 year terms	waived for Standard Installation	remaining value of contract term

### Wi-Fi hotspot equipment:

The standard installation includes a single Wi-Fi modem. Mesh Wi-Fi extender equipment may be available upon request for an additional monthly fee.

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<sup>1</sup> Please note: NRBN’s installer will provide “Non-Standard” Installation options and pricing, upon request.