

# What to Expect with Your Internet Access Installation

Ethernet, T1, DSL and Cable



Thank you for choosing MegaPath business-class Internet service for your communications needs. We strive to deliver a smooth, accurate, and timely implementation. The goal of this document is to provide an easy-to-follow resource that sets the proper expectations for a MegaPath broadband installation.

The following table outlines the installation intervals for MegaPath broadband services. Please refer to MegaPath's Service Level Agreement (SLA) for official service commitments ([www.megapath.com/sla](http://www.megapath.com/sla)).

**Note:** Any additional construction time required for high-cap circuits is not included as part of these intervals.

Access Type	Installation Interval
Ethernet (Symmetric) ≤ 20 Mbps	45 calendar days
Ethernet (Symmetric) > 20 Mbps	60 calendar days
Ethernet (Asymmetric) < 30/5 Mbps	35 calendar days
Ethernet (Asymmetric) ≥ 30/5 Mbps	45 calendar days
T1/DS1 – Core Service Area	30 calendar days
T1/DS1 – Expanded Service Area	45 calendar days
T1/DS1 – Expanded Service Area 3	60 calendar days
ADSL/SDSL	35 calendar days
Cable	35 calendar days

The following table outlines general requirements and milestones for a MegaPath Broadband implementation.

**Note:** The timeline shown is an example based on a 30-day installation interval. Please note that installation intervals vary by access type.

## Professional Circuit Installation Responsibilities

Customer Responsibilities	MegaPath Responsibilities
<b>Pre-Order (Day 0)</b>	
<ul style="list-style-type: none"> <li>Provide complete and accurate information for service order</li> <li>Provide detailed demarcation information including site address and suite or floor</li> <li>Provide local contact information of on-site personnel including name, telephone number and email address</li> </ul>	<ul style="list-style-type: none"> <li>Identify order requirements and perform prequalification of service address</li> <li>Provide service order agreement for signature</li> </ul>
<b>Order Acceptance (Day 0-3)</b>	
<ul style="list-style-type: none"> <li>Returned signed service order agreement</li> </ul>	
<b>Loop Order (Day 3-4)</b>	
	<ul style="list-style-type: none"> <li>Coordinate loop delivery date with the local telecom provider, also known as the Firm Order Commitment (FOC) date, and notify you of appointment</li> </ul>
<b>Loop Delivery and Acceptance (Day 5-15)</b>	
<ul style="list-style-type: none"> <li>Provide technician access to telco closet on loop delivery date, making arrangements with building management as needed</li> </ul>	<ul style="list-style-type: none"> <li>On the loop delivery date, perform testing with local provider to ensure local loop meets specifications</li> <li><i>If service was ordered as self-install, your order will be complete at this time</i></li> </ul>
<b>Equipment Delivery (Day 15-19)</b>	
	<ul style="list-style-type: none"> <li><i>If MegaPath is providing Customer Premises Equipment (CPE), we will ship CPE to the service location, schedule the MegaPath circuit installation and inform you of the appointment</i></li> </ul>
<b>Installation Scheduled (Day 20-25)</b>	
	<ul style="list-style-type: none"> <li>Validate the delivery of the equipment (if applicable)</li> <li>Schedule service installation by a MegaPath technician and inform you of the appointment</li> <li><b>Note: For backup circuit orders</b>, the coordination of the install will take place after the primary circuit has been installed and confirmed.</li> </ul>
<b>Installation/Service Activation (Day 26-30)</b>	
<ul style="list-style-type: none"> <li>Provide technician access to the telco closet and location where CPE is to be installed on loop delivery date</li> </ul>	<ul style="list-style-type: none"> <li>MegaPath technician arrives on site, configures CPE, confirms connectivity, and completes broadband installation*</li> </ul>

\* If the MegaPath technician identifies the need for extensive inside wiring, the install will be completed to the Network Interface Device (NID) or point of Demarcation (DMARC). Additional wiring can be arranged through MegaPath.

Because every installation is unique, we will send frequent communications to advise you of key milestones and deliverables throughout the implementation. It is our commitment to you to deliver an exceptional customer experience. Thank you for choosing MegaPath.