



Ethernet Layer 2 Customer Pre-Installation Guide (Site Ready)

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Overview

While every customer site is unique, there are several tasks and steps customers should take prior to Ethernet installation to help minimize delays and complications. This guide will provide information to help customers understand how to prepare the environment prior to the site walk. In some cases, a site walk may not be needed, especially if the building is already Ethernet Enabled.

Customer Hand-off type will be specified on the order received. If during the site walk the local contact specifies a different type of hand off, the order will need to be modified by the Customer of Record.

Circuit will be installed at the MPOE unless the order specifies that the Dmarc needs to be extended. Charges may apply.

The information provided in this document are general guidelines and could possibly change when the actual site walk is conducted.

BASIC Checklist

To ensure readiness for Ethernet installation, please be sure to be familiar with the location and availability of these items. If these elements are missing or inadequate, or customer is unable to locate them, the installation may be delayed and incur additional costs.

✓ **Building Conduit**

- Customer must provide a cable path.
- Common building telecom riser shafts, where available, will be utilized. The customer is responsible for any necessary core drilling or other premise work.
- Intra-building metallic conduit for fiber optic cable is normally not required, however, If the building owner requires such conduit then the customer must provide the conduit.

✓ **Building Entrance Facilities**

- All building permits and/or building paperwork should be coordinated directly with the building owner in preparation of a successful Ethernet service installation. Customer should also work directly with the building owner or building responsible individual to discuss any existing facility questions.

✓ **Available Backboard Space or Data Equipment Room**

- The customer must provide a backboard if one is needed for the installation. The backboard must be 4 feet x 8 feet x $\frac{3}{4}$ inches.
- Variations of backboard can be discussed at the Site Walk.

✓ **Building Telecommunication Room's Demarcation Point**

- The standard interface for the demarcation with Ziplly Fiber equipment will be a CAT 5 connector or optical connector in the proposed cabinet, bay or wall space based on the type of service requested by the customer.
- The type of interface will be determined at the Site Walk.
- Building Local Area Network (LAN) Connections
 - Standard RJ-45 Connector
 - Standard Single-Mode Fiber Connector
 - Standard Multi-Mode Fiber Connector

✓ **Building Telecommunications Room's Space and Power as Needed**

- The customer must provide commercial AC power for equipment.
- The amperage, number and type of receptacles will be determined at the Site Walk.
- Dedicated circuits backed up by UPS/generator systems are highly recommended
- At the Ziplly Fiber's discretion alternative power arrangements such as -48V DC may be accepted. Options will be discussed at the Site Walk.
- Network Interface Devices (NID's) that are placed on the customer premises must be on surge protected electric power circuits. Customer must provide all necessary electric power.
- If customer neglects surge protected electric power circuits and Ziplly Fiber's equipment is damaged, then customer will be responsible for all repairs to Ziplly Fiber's equipment.
- The customer must provide adequate grounding capability.
- The customer must also provide a 120V AC, 20A convenience outlet for Ziplly Fiber's use

✓ **Building Telecommunications Room's Grounding**

- Customer must provide $\frac{3}{4}$ " metallic conduit from the Ziplly Fiber equipment to a Ziplly Fiber approved building ground. Ziplly Fiber will run the appropriate gauge wire to the Ziplly Fiber approved ground connection. Grounding options are:
 - Building Service Ground
 - Main Electric Box
 - Building Steel
 - Metallic Water Pipe. Must be in direct contact with the earth for 10' or more and electrically continuous to the point where the protector ground wire is installed. There must be a bond placed around any meters.

Environmental Factors

Temperature & Humidity % Relative Humidity	65 to 80 degrees Fahrenheit 30 to 55
Environment should be	Free from dust Adequate lighting Free from any hazardous conditions
Space	Adequate space for cabinet, rack or wall mount based on services being ordered. Specific requirements will be determined at the Site Walk.

Other Requirements

Premise Access and Use	The customer is responsible for providing access to all portions of the premises for which Ziplly Fiber requires access in order to install the conduit, equipment and cable. The customer must obtain any building owner/manager permission for installation of Ziplly Fiber's conduit, equipment and cable.
Occupancy Charges	Customer must provide space, electric power and cable paths for Ziplly Fiber's use. Ziplly Fiber will not pay any charges for space, power or cable paths.
Other	<ul style="list-style-type: none">➤ The Basic list provided in this document is not intended to be a complete list of premise readiness. Other requirements may apply.➤ Applicable Ziplly Fiber tariffs and contracts apply. In the event of a conflict between this document and a Ziplly Fiber tariff or contract, the Ziplly Fiber tariff or contract will control and supersede this document.
LCON Information	<ul style="list-style-type: none">➤ LCON should be able to meet at the customer premise➤ LCON should knowledgeable about the requested service and advise where the service should be placed

Change Log

Date	Page Number	Change