

# AT&T Business Fiber



## What to Expect on your AT&T Business Fiber Installation Day

Congratulations on your order for AT&T Business Fiber – U-verse High Speed Internet. In preparation for your installation, please review the important information below. You can also watch a short video at <http://youtu.be/8ISdKU2JuUQ>.

1. The AT&T technician will arrive sometime between 8 am to 4 pm local time, and the installation should take two to four hours barring any unforeseen circumstances. The technician will call the local contact (LCON) on the day of installation. Please note the technician will be an AT&T employee with an official ID badge. As we are unable to provide a smaller installation window, it is possible the technician could arrive late in the business day. Please plan accordingly as someone will need to stay until the installation is complete even if it is after normal business hours.
2. Please make plans with your landlord/facility manager to ensure the AT&T technician has access to all wiring closets and cable risers.
3. Please make sure there is a 110v standard three prong electrical outlet available for the Fiber Broadband Gateway (FBG) equipment. Please note the FBG does not have a battery backup or surge protector, and we recommend you provide your own to ensure service continuity in the event of a power surge or outage. Also, the FBG must be placed within 20 feet of the wall jack the technician may install.
4. During the installation it is possible we may encounter Inside Wire conditions that are out of scope. In these instances it is your responsibility to install Inside Wire at your expense from your suite to the AT&T network equipment in the building's telephone equipment room. This will require rescheduling your installation appointment. Here are some examples of situations that may trigger the need for additional Inside Wire or facility work that the technician will determine during the installation:
  - a. The distance between the FBG we place in your suite and the AT&T network equipment in your building's telephone equipment room is greater than 500 feet or five stories
  - b. Your building has walls or floors that need to be drilled through
  - c. Cable runs that are unreachable with a 10 foot ladder
  - d. The need to remove and replace interlocking ceiling tiles
  - e. Building fire stops that must be removed and re-installed
  - f. Presence of hazardous materials or hazardous conditions
  - g. Inaccessible/locked areas of the building the technician needs access to
  - h. Landlord denial of AT&T placing cable in your building
  - i. Absence of conduit (a tube for protecting wiring), crushed or blocked conduit, no pull string in empty conduit (pull string AND inner duct in conduit with existing cabling are required).
  - j. Any other condition that impedes running cable from your suite to the telephone equipment room

Once the out of scope conditions are resolved any required Inside Wire work completed, you will need to call the AT&T Business Service Center at 1-800-321-2000 to reschedule your service installation. Your AT&T sales rep will provide you with the required specifications should you need to perform your own Inside Wire work. If the conditions aren't

# AT&T Business Fiber

resolved within 15 days of the order being placed it will be automatically cancelled and you will need to contact your AT&T rep or the AT&T Business Service Center to request a new order.

5. You will need a working PC that can connect to the new AT&T U-verse network, and an employee who can answer some questions that our technician will need to know to complete the installation. You will also need the private four digit passcode you selected during the order process. This passcode was confirmed in an e-mail to you or your company's AT&T Primary Account Member, usually the billing contact.
6. Please note if you're using wireless (Wi-Fi) connectivity for your office LAN, Internet access speeds will be limited to the performance of your wireless equipment (e.g., 802.11g is limited to a theoretical maximum of 54Mbps throughput). Also, the Ethernet cable from the gateway to the PC must be Cat 5e or Cat 6 for maximum throughput.
7. If you use dynamic IP addressing, the FBG equipment installed by the technician will assign IP addresses automatically to your devices that connect to the network.
8. If you have purchased a block of static IP addresses, you will be receiving new IP addresses assigned by AT&T that must be used – even if you currently have static IP addresses with another Internet service (including other AT&T services). Please be prepared to change the IP addresses on any existing device (computer, server, printer, etc.) that uses a static IP address. The installation tech will assist in providing your static IP addresses.
9. Your service comes with a primary email account and up to 10 sub-accounts. For information on setting up and using email please go the AT&T Email Basics webpage at: <http://www.att.net/webmailnewsletter>
10. Your service also comes with AT&T Internet Security Suite powered by McAfee® at no extra charge for protection against malicious threats to your PC or Mac. Please go to the AT&T Internet Security Suite web page at <http://www.att.net/iss> for information and instructions on how to download the security software.
11. If you plan to use a router, switch or other network device between the AT&T FBG and your PCs/workstations that is not provided by AT&T, then:
  - a. Any configuration or updates to the AT&T FBG to enable unique or non-standard internet connections or LAN connectivity is solely a customer responsibility.
  - b. If you have a complex network, AT&T strongly suggests that your qualified network expert be available and onsite to conduct the configurations necessary at the time our technician is scheduled to work the installation.
  - c. Upon request, your AT&T sales rep can you provide you an FBG technical document that can assist in the configuration of the FBG needed for the aforementioned customer provided equipment.

Contact your AT&T sales representative to learn how AT&T Tech Support 360 can help you on installation day, or go to <https://tech360.att.com> for more information.

12. If you need to change your installation appointment, have any questions regarding your service after your installation is complete or need any other assistance (including billing and maintenance) contact the AT&T Business Service Center at 1-800-321-2000. Also, you may register for online account management at <https://smb.att.com/>.

**I have read and acknowledge the above information regarding the installation of AT&T Business Fiber.**

Customer Name: \_\_\_\_\_ Signature \_\_\_\_\_ Date: \_\_\_\_\_