Internet Installation & Technical Guide

This document outlines mandatory installation standards for all internet, cable, and telecommunications work. It is designed to ensure residents have access to high-speed service while protecting the home's structure, appearance, and long-term condition.

Part 1: Resident & Parent Guide

Because installation quality can vary significantly by technician, **active supervision during the appointment is required.** Most property damage occurs during unsupervised or rushed installations.

We've observed internet installations that have resulted in property damage, including unnecessary exterior drilling and visible equipment placement on front facing areas of homes. These outcomes create permanent cosmetic impact and can lead to costly repairs for residents.

⚠️ Financial Responsibility & Protection

To prevent property damage, there is a **minimum charge of $500 plus the full cost of repairs** if an installation violates the standards in Part 2. By supervising the technician, you ensure the job is done right and avoid unnecessary expenses.

🛑 The "Stop Work" Procedure

If the installer indicates that they must drill a new hole, place equipment on a street-facing wall, or cannot use crawl spaces and existing entry points:

1. Pause the installation immediately. Do not allow work to continue.
2. Call us at 252-493-6756. We will provide an alternative routing solution or speak to the tech.

Part 2: Attention to Installer: Technical Standards

Notice: If a compliant path cannot be achieved, you must request written management approval.

1. Building Penetrations & Entry Points

- **NO NEW DRILLING:** Do not drill through siding, exterior walls, roofing, or foundation.
- **EXISTING PATHS:** Installers MUST utilize existing conduits, utility boxes, or cable entry points.

2. Exterior Equipment Placement

- **VISIBILITY:** No boxes (ONTs) or wires may be visible from the primary street-facing view. On corner lots, equipment must be hidden from **both** street exposures.
- **MOUNTING:** Equipment must be mounted **below** the height of the exterior door thresholds.

3. Exterior Wiring & Burial

- **UNDERGROUND:** New aerial lines are prohibited if buried service is possible. All ground lines must be buried at least **8 inches** below the soil surface.
- **AERIALS:** When aerial is required, lines must follow existing electrical paths.

4. Crawlspace & Interior Routing

- **ROUTE:** All interior runs must utilize **crawlspace routing**. Exterior wall attachment of interior lines is strictly prohibited.
- **FASTENING:** Wires must be neatly fastened to joists; they may not rest on the ground or be wrapped around plumbing/HVAC components.

5. Satellite Dish Policy

- Dishes must not be visible from the street view. **Dishes may not be mounted to the home**

No exceptions unless a written exemption is approved by the property manager. Failure to comply with these standards may result in termination of the installation, suspension of service eligibility for future installations at this property, and billing for documented property damage in accordance with lease or service agreement terms.