

Standard Installation

What to Expect During the Installation Process

After you have signed up for service, you will receive a phone call from an installation professional. They will set up an appointment for your installation at a convenient time for you. It will take about two hours to complete the installation.

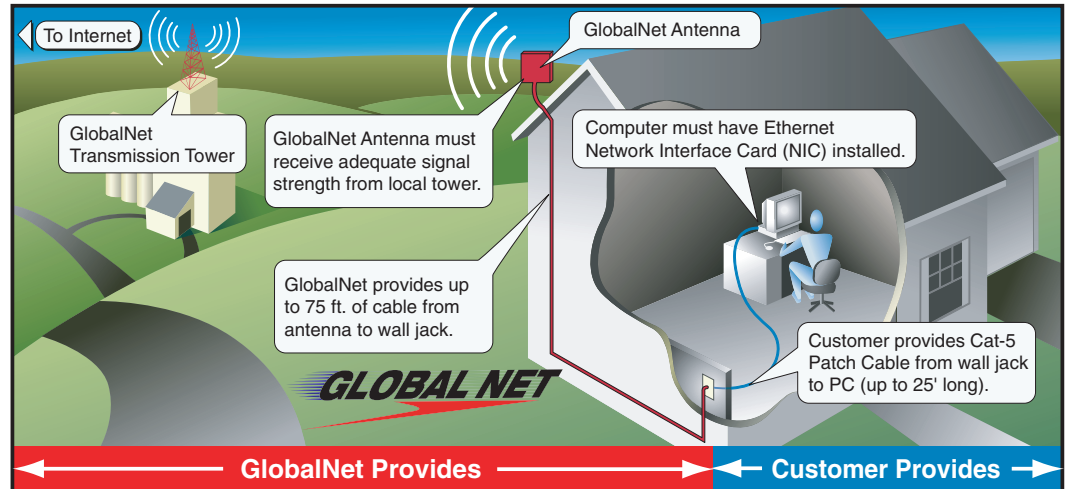
The standard GlobalNet installation includes:

1. Materials:

- GlobalNet antenna
- 75 foot Cat-5 cable
- GlobalNet wall jack

2. Installation:

- Verification that your location provides adequate signal strength to receive service.
- Mounting of the GlobalNet antenna on your premises at the point of optimal signal strength from GlobalNet transmission tower. Standard installation includes a bracketed roof mounting of the antenna.
- Consultation with you on where you want your GlobalNet wall jack mounted inside your premises.
- Installation of up to 75 feet of Cat-5 cable from the antenna to the wall jack.
- Verification that the antenna and wall jack are functioning and that you have a connection to the Internet.



Once the wall jack is installed, your installation professional will connect their laptop computer to the wall jack and verify that Internet access is functioning properly. Congratulations! Your GlobalNet service is now installed!

If your computer has the required NIC, your installation professional will show you how to find its unique ID number (MAC address), which GlobalNet requires to allow your computer to connect to the Internet.

If your computer does not have the required NIC, you can purchase one from any local computer store. You can install the NIC by yourself or have a computer service professional install it for you. Once you have the NIC installed, you must call GlobalNet with the MAC address of your NIC before you will be able to connect to the Internet.

Please note there are certain **Non-standard Installation Items** for which additional installation charges will apply. Your installation professional will inform you of these limitations and consult with you on any additional charges before they are incurred. These items include the following:

- Cat-5 cable from antenna to wall jack longer than 75 feet
- Non-penetrating roof mount (antenna sled mount)
- Wall fish of cabling
- Antenna height extension (3 foot tripod and mast pole)

There are certain services GlobalNet does not provide that are **Available Through Other Providers***. They are as follows:

- Computer networking
- Installation of Ethernet NIC
- Computer setup or diagnostics

*These services are not included in a standard GlobalNet installation. GlobalNet subcontracts customer installations with third party installers. If a third party installer elects to perform any of these related services, they are solely responsible for any warranties, certifications, and liabilities associated with this work. GlobalNet assumes no expressed or implied liability for performance of these services.