



Important! Please read instructions prior to scheduling installation date for new Wireless High Speed Internet service.

(1) Does your computer have an Ethernet card?

If no or unsure, the customer has the option to buy one from the installer, Cael with ACME Computer, at the time of the installation and hire him to install it for a fee. The customer also has the option to purchase one and install it themselves, or hire someone else to do so, prior to the install date.

(2) Does your computer have windows 2000 or higher? Officially supported operating systems are Windows 2000, XP, 2003, Vista, Linux, Mac OS X. Your computer must have one of these operating systems. We will not support Windows 95 or 98.

(3) Do you have your computer set up and ready?

The customer needs to have their computer set up, plugged in, and turned on in order for the installer to properly test the service once it is installed. The technician will install the service and test that it is working on the customers computer. In the event that the customers computer isn't working within a reasonable amount of time, the installer will show test the service on his laptop. The customer has the option to hire the installer, Cael with ACME Computer, to troubleshoot and/or repair their computer. They may also choose to repair it themselves or hire someone other than the installer to repair their computer. The customers computer is not the responsibility of Cal-Ore.

(4) Is the location of your computer on an outside wall?

The standard installation does not include feeding CAT 5 Ethernet Cable to inside walls, attics or beneath the house. This could cost extra and will be at the discretion of the installer. In the event that the customer wants the service in additional rooms they can hire the installer to perform this task for a fee.

(5) What does the standard installation include?

1. Testing the signal from your property, usually the roof.
2. Mounting an antenna (usually on the roof). Most of the time, the antenna is mounted on the eaves or on the roof over the eaves. When the antenna must be mounted on the roof over living space, we use professional mastic tape and roof caulk to ensure the integrity of the roof.
3. Running a Cat-5 Ethernet cable from the antenna to one computer in the house. The cable is grey or off white and holds paint. It looks like large telephone wire.
4. Drilling through one exterior wall near the baseboard. The installer is careful to hide the cable inside and out, when possible.

(6) How can you make your installation easier?

1. Interior and exterior of installation site must be accessible.
2. Spray for wasps outside if they are a problem in your area.
3. Put dogs away before installer arrives.
4. Clear the driveway so the installer can back up to the house.
5. Make sure the Cal-Ore representative has the correct address and phone number. If your street and /or house are not marked, give detailed driving instructions.
6. Answer the phone on the day of your installation. Installations can take between one and four hours. The typical install is 1.5 to 2 hours. If the installer can't arrive on time, he'll contact you by telephone.
7. Provide alternate phone numbers in the event the installer or Cal-Ore needs to contact you.

Thank you for choosing Cal-Ore High Speed Internet!