

What you need to know

You ordered a worry-free installation? You will be informed about the installation date. The installation will be performed by an edpnet technician. Prior to his arrival, the technician will take contact via the contact telephone number provided during the ordering process.

IMPORTANT:



It is very important that you know what to expect, and what not, as well as what we you need to do and think of beforehand. May we ask you to visit and carefully read the special webpage with all details (link to the webpage with the full version). As they say, good agreements make good friends.

What do you need to do BEFORE the installation

- ✓ To provide us with the necessary practical details, like:
 - The best access to your location;
 - Availability of parking, as close to your premises as possible;
 - The name and (mobile) telephone number of the on-site contact person (if different than the contact person mentioned during the order).

- ✓ Since the 1 working hour time slot starts as soon as our technician makes the first contact (rings the bell, enters a gate, opens the door of the building ...):

- Take the necessary precautions in case our technician must pass a security check so that no valuable time is being lost.

- Make sure that the on-site contact person:

- 1) is available at all time during the day of the installation at the telephone number provided to edpnet.

- 2) is immediately available upon the arrival of our technician so that that no valuable time is being lost.

- 3) knows exactly:

- what has been agreed that the edpnet technician has to / will do;

- where it has to be done;

- that no non-agreed tasks will be performed by the edpnet technician.

- 4) has immediate free and unlimited access to the following technical areas:

- the Belgacom entry point, being the exact point where the Belgacom lines enter the building;

- where the Belgacom technician has placed the NTP2007 outlet;

In case that a telecom installation (Test & Label) is part of the “Worry free installation”.

- junction boxes in the internal cabling;

- where we need to connect to your hardware.

- 5) has full access to a PC or laptop:

- provide him with the administrator login information;

- make sure the PC / laptop is functioning properly and is already booted up.

- Nothing is blocking the Belgacom entry point (e.g. furniture, boxes ...) nor any other spot our technician has to perform work.



- ✓ Per device to be installed, there is a free and accessible 230 V wall socket available within 1 meter of where you would like to have the edpnet hardware placed.
- ✓ It has already been decided on where you want to have the modem installed and that our technician is informed of it upon his arrival: the 1 working hour time slot starts as soon as our technician makes the first contact, so it would be a shame wasting precious time.
- The modem should be placed as close to the Belgacom entry point as possible.
- The necessary cabling is in place between your PC / laptop and the exact place where you want the edpnet modem installed.

**IMPORTANT:**

Internal cabling is 100% a customer responsibility and will NOT be done by edpnet.

- ✓ To let us know in advance in case you would have specific:
 - Configuration requirements: modem in bridge, adaptation of the standard gateway, port forwarding, ...
- This will be performed as best effort by our technician, meaning that the edpnet technician won't come back on-site if you forgot to make such request or in case something is not working properly.

- Extra installation requirements that are not included in the worry-free installation and that will be charged extra: configuration of a non-edpnet modem, extra PC('s) or laptops, VoIP telephone(s), additional cable, ...

IMPORTANT:

In case the technician cannot start with the installation for any reason whatsoever, like not being able to reach somebody via the contact telephone number, nobody being present or available at the moment of his arrival on site, no identification on the door bell, no access to a location, being denied permission to perform necessary works at a location ...

- He will leave.
- The "Worry-free installation" will then be treated as a wrongful intervention, and charged likewise.
- A new appointment date will have to be set, resulting in the DSL service being activated with a delay.


¹ A **wrongful intervention** is any work performed by the edpnet staff, remote or on-site, that proves to be useless as a result of customer's fault or default. Following the general terms and conditions, the customer will be charged €123,14 VAT excl. / €149 VAT incl. for any wrongful intervention.

THE INSTALLATION: What is included

- ✚ If required, a telecom installation (Test & Label)
- ✚ If required, an installation of a NTP2007 and a filter.



IMPORTANT:




If you are planning to install your modem in another space than the one in which the Belgacom entry point is located, or your modem is currently installed there (like in a server room, an apartment, a specific office somewhere in the building, ...), you must ensure that there is free internal wiring present between the Belgacom entry point and the desired location. Belgacom nor edpnet are responsible for any internal wiring.

- + Installation and configuration of the xDSL-modem (in case obtained via edpnet).
- + Testing the line quality and –speed.
- + If the technician considers it as necessary, placing telephone cabling (VVT) between the NTP2007 and the modem (max. 15 meters).
- + Securing the wireless network.
- + Connecting the xDSL modem onto the network card of 1 PC or laptop (network card not included).
- + Transport costs and 1 work hour are included in the price, as well is the eventual cost of the NTP2007 and the splitter.
- + Edpnet will perform a so-called pre-installation in case you already have:
 - Active xDSL connection (with another provider) that you would like to transfer to edpnet;
 - An edpnet ADSL connection that you would like to have changed into an edpnet VDSL connection.

- In order to minimize the interruption of your internet access on the activation date edpnet performs the installation before this date, meaning that:
 - We prepare your current installation for the activation of the new edpnet internet service;
 - The edpnet modem is being pre-configured and set up (though not yet connected). Our technician will NOT check your “previous” modem configuration.

IMPORTANT:



Please inform us in advance of any specific configuration requirements (modem in bridge, port forwarding, ...)

- You keep on using the internet via your “old” subscription (and equipment) until the switch to the new edpnet internet service. Upon activation, you need to physically connect the edpnet modem.
- Where applicable, the configuration of edpnet telephony is restricted to making sure that the VoIP account is well configured in the modem and ready to use:
 - We do NOT configure your internal telephone network;
 - Connecting any internal telephone lines to the modem will be performed as best effort.



- + After the installation the technician will ask you to sign an intervention form:
 - Unless stated otherwise on the form, the installation will be considered successful:
 - From this moment on, the risk of loss, theft or damage of edpnet equipment on loan as well as equipment sold by edpnet are being transferred to you.
- > In case the installation appointment cannot be met, for any reason whatsoever, to inform edpnet at the latest 1 day prior to the installation appointment.

IMPORTANT:

In case the installation appointment is being cancelled on the same day as it was scheduled, it will be treated a '**wrongful intervention**¹', and charged likewise. A new appointment date will have to be set, resulting in the xDSL service being activated with a delay.

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THE INSTALLATION: What is not included

It basically comes down to any works that are NOT mentioned here-above as included, like for example, but not limited to:

- ✗ Delivering and / or placing a network card
- ✗ Installation and / or configuration of:
 - > The internal network
 - > A new operating system on the selected PC / laptop
 - > Extra PC's / laptops / ...
 - > A firewall
 - > Antivirus software
 - > Other e-mail software than the one from the operating system present on your PC
 - > VoIP telephones
 - > Any network devices (printer, switch, router ...)
 - > Server(s)
 - > A non edpnet modem
- ✗ Any cabling:
 - > In false ceilings or floors, exterior walls and the placement of ducts;
 - > From one floor to another floor or from one room to the other, requiring drilling;
 - > More than 15 meters away from the Belgacom entry point.
- ✗ Basically anything that is not mentioned as what he will do, will NOT be done by the technician.

Please read the special installation terms & conditions on our website:
<http://www.edpnet.be/en/EDPnet-BE/General-conditions>

