

BUSINESS SOLUTIONS

Installation Guide



Congratulations on making the smart move to EPB for communications solutions that help you do business even better. This guide will help you understand what to expect as we install the EPB Fiber Optics communications solutions that will help you do business better.

If you require additional assistance at any point before, during or after the installation of your services, more resources are available at <https://epb.com/business-solutions/support-request>. We're also available by telephone any time at 423-648-1500 or via email at support@epbf.com.

WHAT TO EXPECT DURING THE INSTALLATION PROCESS

Once your service order has been confirmed, your EPB representative will work with you to determine the date and time at which your EPB business communications services will be installed and “turned on” for your use.

Your EPB representative will also work with you to determine the most convenient days and times for EPB installation experts to visit your location as part of the preparation process. Depending upon the services you require, EPB representatives may need to visit your site several times prior to your official installation date to make sure all wiring and set up is complete.

There are two phases to the installation process: Preparation & Installation

PREPARATION

Within 1-10 days of your service order, EPB specialists will spend time getting your business ready for EPB Fiber Optics services. The amount of time required for this phase will depend upon the location of your business, whether your location already has access to EPB fiber and the amount of wiring required to ensure your location is ready for the successful turn-on of your new services.

Depending upon the services you have ordered, the preparation phase may include multiple visits to your site prior to the installation day. You will not need to be present for these visits unless we notify you in advance. If an EPB representative does need to enter your building or facility to complete necessary wiring and other work prior to the installation. We make every effort to schedule these visits at a time that is convenient for your business.

During the preparation phase, EPB specialists may also need to install jacks and connections for television, Internet and phone services when necessary. In most instances we will use the jacks and connection points already in place in your facility. If a new jack is needed, EPB standard business installation will include one jack per service (Fi-Speed Internet, Fi Phone or Fi TV). Additional jacks or wiring may incur additional costs.

INSTALLATION

EPB specialists invest time and effort into the preparation phase so that your service installation can be as efficient and convenient as possible.

On installation day, EPB specialists will arrive at your business location to install phone equipment, and connect your Internet and television services. Depending upon the services you have ordered, there will be some disruption to your business on the day of installation as new equipment is connected and tested. We work hard to keep this disruption to a minimum and to schedule service installation at a time that is most convenient for you and your employees.

HOSTED PHONE SOLUTION INSTALLATION INFORMATION

If you are switching to EPB Hosted Phone service, your EPB representative will work with you to determine the number and types of telephones you will need. Your representative will also work with you to identify the specific office or physical location of each telephone and the corresponding telephone number and employee name for that telephone. The following steps will help you prepare for this process and a successful installation:

- If you do not already have one, create a directory list of all employees, their direct lines (if applicable) and their office/physical location.
 - Be sure to include additional telephones, such as break room or public area telephones and the numbers for those telephones if applicable.
 - If you are adding new telephones/numbers, note the location for each of the new lines.
- Because the EPB system and your new telephones may be different to your previous system, an EPB installer will provide training for you and your employees on the new system. Go ahead and schedule this session with your employees for the day of installation, or within the first three business days of installation (your EPB representative will work with you to determine the best day and time).
- Do not cancel your existing telephone service until after your new EPB Hosted Phone service has been successfully established. This will help to keep any interruptions in your phone service to a minimum.
- Because EPB does not remove old telephone system hardware or equipment, you may need to make arrangements to recycle or donate your old telephones and equipment once installation is complete.

FI-SPEED INTERNET INSTALLATION INFORMATION

- If your business has an IT manager or IT consultant, ask them to be present on the day of EPB service installation to help connect your computer networks and other equipment to your new EPB service. Note: EPB installers will not reconnect your computer systems or business equipment to your new internet service.
- Have a list of wireless network names and passwords available for the day of installation.
- Do not cancel service from your current Internet provider until after your new EPB service has been successfully installed.

EPB EMAIL SERVICE INSTALLATION INFORMATION

If you are switching to EPB email service, your EPB representative will work with you to update email addresses, transfer your email domain name and help you with the transfer of email from your previous system before your service installation date. To support this process:

- Have all account information ready for your previous email service provider, including the name of the provider, username, password and business account number.
- Make a list of all employee names and email addresses that you will need to set up and/or transfer from your previous service.
- If you are transferring a domain name for your email (i.e. if you plan to have your business email addresses match your business website address), you will need to have the domain host and account information available.
- Do not cancel your existing email service until after your new EPB email service has been successfully established.

FI TV INSTALLATION INFORMATION

- Make sure all televisions and remotes are in good working order (with batteries) and ready to connect on the day of installation.
- Do not cancel service from your current cable television provider until after your new EPB service has been successfully installed.