

# Service Installation Information



ODU

Skyriver is a leading-edge millimeter wave (mmWave) broadband provider transforming broadband via technological ingenuity and inspiring customer insight. The company's innovative approach to broadband service stems from its mission to advance connectivity for data-driven businesses. Leveraging its expertise in wireless communications, Skyriver is meeting the rapidly accelerating demand for enterprise bandwidth through its pioneering developments in mmWave broadband.

Skyriver Magnitude, powered by the company's proprietary millimeter wave technology, transcends the physical and economic limitations inherent in fiber, freeing enterprises from confinement, and unleashing a new era of connectivity.

The high capacity, low latency broadband service is the easiest and fastest business-grade service to install, free from messy construction or timely delays. Plus, it's supported with a team that's exceptionally trained to deliver best in class service.

## On-Premise Equipment

### EQUIPMENT

Skyriver installs a transceiver, an antenna, an Ethernet cable and a powered jack. The transceiver is an outdoor unit (ODU) and goes on the roof with Skyriver's proprietary antenna. Data passes from the Skyriver base station antenna, utilizing high frequency millimeter waves to the ODU and runs through the powered Ethernet cable into the POE supply installed in your data room.



POE supply

## Installation Type

There are two types of mounts, a parapet and eave mount, and a free standing roof mount. Skyriver makes every attempt to conceal the antenna from street view, and will use the type of installation that is best suited for the property manager and building aesthetics.

### PARAPET MOUNT AND EAVE MOUNT

The most common location is the parapet, a small wall, typically 4' that runs along the rooftop or the eaves. Skyriver secures the antenna to a pole or bracket, which is secured to the parapet or eave. This installation is unobtrusive and very stable.

### FREE STANDING ROOF MOUNT

When Skyriver cannot install on a parapet of the building, a free standing roof mount may be used. For this installation, Skyriver builds a 3' x 3' base that is secured by concrete cinder blocks (approx. 40 lbs. each.) This installation is very secure.

### CABLE ENTRY

Skyriver runs cable from the rooftop assembly via existing penetrations to the POE supply located in your data room. Wireways, ventilation openings, and open skylights are the most common paths. The Installation will NOT penetrate the roof shell or roof membrane. In very rare cases, where these paths are not available, the customer may provide Skyriver with alternate access such as an existing conduit or plenum. In these circumstances, your building property manager may facilitate the process.

The POE supply must be plugged in to a standard (110V) AC power source. Skyriver Magnitude service draws little power, about the same amount as a light bulb.



#### CONTACT US

Email: [info@skyriver.net](mailto:info@skyriver.net)

Call: (866) 759-7483

[skyriver.net](http://skyriver.net)

*Skyriver must have a signed Service Agreement and a signed Rooftop Access Form*

## Scheduling Your Installation

### ROOFTOP ACCESS

To schedule your installation, Skyriver must have a signed Service Agreement and a signed Rooftop Access Form. The access form states that you approve, and have the authority to approve, Skyriver's access to your building's roof for the installation of Skyriver mmWave service as well as occasional maintenance. We recommend that you have the acknowledgment of your building's property manager before signing the Rooftop Access Form.

If your property manager requests a discussion regarding your installation, or requires documents such as insurance certificates or scope of work, a Skyriver representative can assist.

### SCHEDULING YOUR INSTALLATION APPOINTMENT

Upon receipt of your Rooftop Access Form, a Skyriver provisioning representative will call you to confirm installation specifics, to schedule a site survey if needed, and to schedule your installation appointment.

During this call, the Skyriver provisioning representative may wish to clarify the following:

- Who will be available on-site during the installation as the primary contact for the technician?
- How tall is the building? (How many stories?)
- What type of roof do you have?
- What is the access to the roof?
- If the rooftop access ladder is locked, do you have the key?
- On what floor is your data closet located? (Where are we cabling to?)

Occasionally a customer may require additional hardware or installation configurations that are above and beyond "standard." Custom Installation fees may be required if:

- Long or complicated cable runs are needed
- Buildings are fire rated
- Free standing roof pad is needed
- Man-lift is utilized (this will be the customer's responsibility)
- Tall mast, greater than 5' is required (with or without guy wires)
- Repeat visits are necessary to accommodate specific installation requests

Skyriver may require a site visit for a site survey to understand the scope of work before scheduling the installation. This process takes approximately 30 minutes and entails:

- Confirm a clear line of sight from the roof to the Skyriver base station
- Measure the signal strength
- Determine which equipment is best suited for your service, location and needs

Skyriver can work with property managers who wish to attend the site survey in order to pre-approve the installation plan.

## Easy On-Site Installation

Your Skyriver technician will arrive promptly for your scheduled installation appointment. Please note that:

- **You must be present at the start and finish of your installation appointment**
- **Access to your roof, including keys, must be provided at the beginning of your appointment.**

Typically your installation will be completed within 4 hours. During this time, your equipment will be installed, and then tested for performance. Upon completion, your signature will be required confirming your installation.

## Insurance

Skyriver carries insurance appropriate for the work, according to industry standards. This includes: commercial general liability, contractual liability, automobile liability and worker's compensation. Certificates of insurance can be obtained from your sales associate.