



What is included in my Standard Installation?

Exterior-Prior to Scheduled Installation Day:

Fiber will be connected from the terminal to your premises and will follow your existing underground or overhead power feed.

Underground:

- Expect locates from Utilities in your area, these are marked by flags or paint in your area.
- Your exterior underground installation occurs between the time you sign up for service and your scheduled interior installation.
- You need not be present for the underground exterior installation.
- Installation crews will determine an optimal path that may require underground trenching across finished surfaces such as driveways or walkways.
- If you have installed and own your existing conduit, crews will determine if it can be used for your fiber installation. NOTE: Trailblazer cannot install fiber into a conduit owned by another service provider.
- Commercial clients as well as residential clients with potentially long, complex fiber runs from the terminal to the exterior of their premises may be scheduled for a preliminary site review to determine the best fiber path and any custom work that may apply.
- Crews utilize the least invasive trenching methods. Trenches will be filled when work is complete, results vary depending on the location and material.
- Once trenching in asphalt is done, road surfaces will have at least one layer of Mastic to seal them. Mastic is considered an asphalt replacement, used by the highway departments and airports regularly for long-term use. After the top layer is applied, it is considered a permanent fix.

Overhead:

- Crews will run a fiber drop overhead following the premises' main power feed, most likely the day of your scheduled installation.
Trailblazer Broadband will retain ownership and maintenance rights of these lines.
- More information can be viewed in your [Terms and Conditions](#).

If you would like to learn more, please contact Trailblazer Broadband Customer Support: 970-577-3770



Interior-Scheduled Installation Day:

- You or your designated representative must be present during your entire scheduled installation to approve the location of your equipment and sign for work completed to your premises.
- The standard installation will include a maximum of 30 feet of fiber on the exterior of your structure from your electric meter or point of entry.
- Interior installation will require drilling a small hole on the exterior of the structure to the interior.
- A junction box will be mounted to the exterior and fiber will run through a wall plate on the interior.
- Installers will review options for the optimal interior location of your equipment based on:
 - Where you use your internet most
 - Placement near an electrical outlet
 - At least 3 feet away from any appliances or wireless devices that may cause interference (e.g. Microwaves, Cordless Phones, Baby Monitors, Older Electronic Equipment etc.)
 - A maximum of 20 feet from the point where fiber enters the interior
 - On the main or ground level of your premises (Note: Mesh units are recommended for multiple levels or large structures)
- Your interior equipment will include:
 - A state of the art [Nokia WiFi system](#) with a single unit and fiber connection.
 - Additional units for the mesh system are available at an additional cost.
- Installers will ensure that your internet is working properly by connecting an ethernet cable to your interior equipment and performing a speed test. Speeds up to 1000 Mbps will vary based on your location and your device.
- Installers will ensure that the WiFi service is functional on one of your wireless devices by connecting to the Nokia WiFi system, using your SSID/ WPA login and password.
 - Commercial Clients:** Trailblazer provides basic Wifi capability routed through the Nokia Gateway with some Commercial packages as part of its service. This Wifi service is similar to what you might expect from a residential Wifi service, so it is sufficient for streaming music and connecting a few devices. Trailblazer does not provide managed WiFi or networking services for businesses with more complex Wifi requirements and configurations. If your business requires this kind of network management, it will need to be managed internally or through the support of an independent IT management company of your choice.
- You will need to keep your login and password information in order to connect any other wireless devices you choose to use in your home or business. Please consult our FAQs or the manufacturer for support on connecting your personal devices.

If you would like to learn more or to discuss interior custom installation, please contact Trailblazer Broadband Customer Support: 970-577-3770.