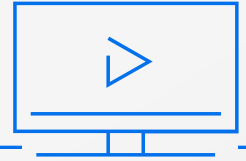


What to expect during the Moviebeam installation process



One of the major factors to consider when selecting a service provider is the installation process. A smooth, seamless procedure for installation is indicative of the level of support you should expect from your provider. At Spectrum Business®, we're committed to delivering a high-quality customer service experience from beginning to end, starting with a seamless installation.

The Moviebeam installation process involves multiple steps, but with the right preparation, it can be as unobtrusive as possible. The following steps outline what you can expect for Moviebeam installation and how you can help expedite the process.



1. **Checking the order and compatibility prior to installation**

We'll confirm the details of your order to ensure that the required equipment is included based on the services and features that you selected. We'll also confirm that the installation location meets certain prerequisites, including:

- A secure, fully enclosed, lockable room where the Moviebeam equipment will be installed.
- Permanent power and air conditioning.
- Standard IT equipment racks with one RU of rack space (or two RU of rack space if service includes casting).
- Access to the customer LAN for internet and the availability of one static public IP (or two static public IPs if service includes casting) will be required depending on the products purchased.
- Access to the WiFi network and a separate hidden SSID available for casting (if applicable).



2. **Preparing for multiple visits to your property**

Over the course of the installation process, Moviebeam technicians will require access to your property multiple times. This will include a site survey and installation. To ensure a smooth delivery process, please make yourself available when they visit.



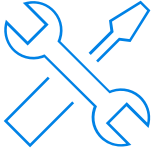
3. **Establishing a timeline**

Once your contract and other prerequisites are in place, the installation process can begin. Keep in mind that the timeline may vary depending on conditions at the location.

To set an appropriate timeline, your project manager will ask questions such as:

- Do you have an opening or any other important dates toward which we need to plan?
- Are there any contractual obligations that may be expiring, such as existing services?
- Is your location a new construction or an existing building?
- Do you own the building, or are you leasing the location from someone else? If so, whom?
- Who will manage the inside wiring connecting your rooms to Spectrum Business service?

A technical questionnaire will be provided that requires information about your IT infrastructure. Providing the required information in a timely manner is key to minimizing delays.



4. Installation

We're dedicated to ensuring smooth delivery and minimal interruptions to your business, however, customers can expect an outage of their video services while the service is installed. Moviebeam technicians will ensure that the service and all of its features are available at each TV prior to completing the installation.

The installation timeframe varies based on the number of TVs. Moviebeam installation requires lodging to be provided by the customer for:

- A minimum of one install technician for the duration of the installation.
- Complimentary room stays for the technician(s) for the duration of the installation



5. Providing clear communication

Your satisfaction is a priority to us. That's why we work to provide ongoing communication throughout the installation process. We'll keep you informed of when we need to come onsite, when we're going to test our equipment and when you can expect your service to be activated. You'll also have access to a dedicated team of technicians and 24/7/365 support to resolve any questions by calling

1-866-969-3549 Ext: 2.

We're ready to work with you. Call your Spectrum Business for enterprise representative today or learn more about our TV products on our [website](#).