

## WEHCO Video Drop Length and Drop Bury Policy

### Technical Standards for Drop Length:

Installation personnel must not stretch an RG-6 drop any more than 150 feet and an RG-11 drop should not exceed 200 feet in length. If the distance from the tap to the house is greater than 200 feet, a line extension is necessary to place a tap closer to the customer. Prior to any installation work, the construction project for the line extension must be presented to the General Manager who will determine whether it is feasible to service the customer. An approved capitol project will be required for the construction of drops greater than 200 feet.

Once the capitol project is approved, the installer may install a temporary drop of no more than 350 feet to place the customer in service until the construction can be completed. **In no event should a drop exceeding 350 feet ever be done.** Whether or not the drop is to be used only for a short time, no drop should be installed that poses any safety hazard or otherwise exposes the public to harm.

In the event a temporary drop cannot be done, it should be explained to the customer that the installation cannot be completed until the construction project is done. It should be further explained that the construction company will expect to finish that work within twenty-one days, and the manager should follow-up to make sure this schedule is met and that the customer is kept advised of the progress of the job. It shall be the plant manager's responsibility to insure that a line extension request is submitted to the corporate office prior to the installation of the temporary drop. Until the project is approved, the customer will remain unserviceable.

FCC regulations require minimum signal strength of -0-db be provided to the customers' terminal equipment, regardless of how long the drop is. If this amount of signal is not otherwise available, a house amp should be installed to compensate for the low levels. If a house amp is required, there should be no additional charge made to the customer for that equipment. If the customer has more outlets or other special needs that require installing an amp, he should be billed for the extra equipment.

### Process for Drop Bury Work:

- 1) Tech will finish install or service work and report in the Field Force Manager on his cell phone that a drop bury needs to be scheduled in order to complete installation. He should also make a note on the work order about the additional work needed and inform Dispatch when calling in completion time.
- 2) Using either the work order or a report run from Field Force Manager, Dispatch will be responsible for keying an SRO work order on the account for the drop to be buried. The SRO work order must be keyed within 48 hours following the install work order being checked in.
- 3) The contractor is given the work weekly either via email or fax and has 21 days, or 3 weeks, to complete work.
- 4) The contractor is responsible for either doing the locate work or contacting the One Call service to mark the lines.
- 5) The local office, not the contractor, will set up appointments with the customer if requested by the contractor. The office should have the contractor contact them with the dates he plans on completing each job. The work order should then be rescheduled to reflect those dates.
- 6) If the contractor notifies the local office of any extraordinary delays (for example: locate work not complete, inclement weather, locked gates, angry dogs), those delays must be noted on the customer comments screen of the customer's account. The local office is responsible for

contacting the customer to relay the contractor's status. **Do not rely on the contractor to make customer contact.**

- 7) When contractor reports work as being completed, Dispatch may check in the work order and mark it as complete. The contractor should return any work orders given to him to the local office.
- 8) The local office is responsible for requesting weekly updates from the contractor concerning drops not buried but already given to the contractor.
- 9) Management has 5 business days from the contractor notifying the local office about the drop being buried to complete QC process in order to pay invoice.
- 10) If, for any reason, the drop is not buried to company standards and has to be redone, another SRO work order should be keyed and the process would start over. The local office is responsible for contacting the customer and all actions taken must be documented on the Customer Comments screen of the customer's account.

Many cable systems use excel spreadsheets to track drop buries and even report the work needed to be done to the contractor. The spreadsheets are acceptable

#### Drop Bury and Line Extension Charges:

**The cost of a drop bury is included with the installation charge for new customers.** However, if a customer requests an underground drop be moved or converted from aerial to underground, the customer will be responsible for the drop bury charge (service code (residential 853, \$79.95) and (business 853B, \$99.95). If the underground drop is bad and has to be replaced to improve signal quality, the Company will cover the costs. If the customer cuts the line (as a result of landscaping, or adding a fence), and they did not request a locate (either from the local office or the state's One Call service), the customer will be responsible for the costs associated with reburying the drop. If the amount of cable to be buried exceeds 150 feet, the customer will be charged the drop bury rate of \$79.95(resi) and \$99.95 (bus) for the first additional 50 feet and \$0.40 for each additional foot. The scenarios listed are examples and it is ultimately the decision of the General Manager whether or not a customer will be responsible for any charges.

If a driveway or sidewalk bore is required as part of the drop bury, the cost of construction is not included with the installation charges. The customer will be responsible for the charge of \$8.00 per foot for the section of the drop bury that requires a bore, in addition to the standard drop bury charge, which will be added to their billing statement after the work is complete.

The cost of a line extension is not included with the installation charges. In the majority of cases, the company will absorb the first \$500.00 of this construction cost, and we usually require the customer to pay the remainder. Anything different from this guideline will be considered after a case-by-case analysis, which must be requested by the General Manager at the time of the submission of the line extension request. Regardless of the total cost on the line extension being less than the amount the company will absorb, no construction is authorized until the corporate office has formally approved the line extension request.

All customer charges should be applied to customers' accounts in ICOMS. No hand billing, office statements, or any other type of invoices are authorized.