

Site acceptance

SITE ACCEPTANCE & SERVICE TURN-OVER CRITERIA

1. Physical Workmanship Inspection

- Outside Plant (OSP) Integrity: Verify that all overhead drop cables or backbone fibers are securely clamped, tensioned properly, and clear of tree branches or hazards.
- Inside Plant (ISP) Neatness: Ensure all indoor fiber pathing, moldings, and conduits are mounted straight, cleanly clipped, and completely sealed at the building entry hole.
- Equipment Mounting: Confirm the ONT/Modem is placed firmly in its designated location with all power cables neatly managed and free from strain.

2. Technical Performance Acceptance

- Optical Signal Threshold: Re-verify that the final optical power meter (OPM) reading is within the optimal range of -16 dBm to -24 dBm.
- Ping and Latency Test: Perform a continuous ping test to the primary gateway to ensure stable connectivity with zero packet loss.
- Throughput Verification: Execute a speed test on a wired connection to confirm that actual upload and download speeds match the client's subscribed tier.

3. Customer Sign-off & Handover

- Demonstration of Service: Briefly demonstrate working internet connectivity to the client by opening standard web pages or streaming video on their device.
- Default Wi-Fi Orientation: Provide the client with their custom Wi-Fi Name (SSID) and security password, along with basic troubleshooting tips (e.g., power cycling).

- Acceptance Form Signing: Secure the customer's signature on the physical or digital Service Acceptance Form to formally close the service order.

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