



# Bell Satellite TV Installation Outline

**Bell TV would be pleased to send an authorized installer to your home to professionally install or repair your satellite system so you can enjoy all the benefits of Bell TV!**

## **HERE'S WHAT A "STANDARD PROFESSIONAL INSTALLATION" GIVES YOU:**

- Installation "best practices" and materials that meet industry standards to ensure a high quality audio/video experience.
- Dish location on your home allowing for optimum performance taking into account, seasonal foliage and snow accumulation.
- Connection of receiver to phone line (when achievable) for ease of ordering Pay-Per-View events/movies using your remote control.
- 90-day warranty on your installation.
- Brief tutorial on how to properly operate your satellite receiver and remote control.

## **DEFINITION OF A "STANDARD PROFESSIONAL INSTALLATION":**

- Mounting of dish on a serviceable and secure outside wall of your home or business.
- Routing of RG6 cable to the primary TV location using either existing prewires, or surface installation of new wiring/cable inside your home or appropriate point of entry.
- Connecting and activating the receiver.
- Connecting receiver to a telephone jack in the same room with supplied telephony components or alternative solution, if safe to do so.
- Educating the customer on system use and functionality
- Providing "best in class" installation practices through qualified technicians that have a "uniform-like appearance" and Bell Photo ID.

## **LINE-OF-SIGHT REQUIREMENTS AND OTHER RESTRICTIONS:**

- To receive optimal signal from Bell TV satellites, an unobstructed Southern exposure is needed (i.e. South-West in Eastern Canada, South-East in Western Canada). Different exposures or obstruction by buildings, trees or other elements can prevent your satellite dish from being installed.
- The installer can book a future appointment in the event you require other services performed to prepare for your dish installation. The installer can provide suggestions or alternative solutions to achieve line-of-sight to our satellites.
- If you live in a rental/leased property, you must obtain permission from your landlord prior to the installation.
- If you live in a condo, your Home Owners Association may restrict where your dish may be installed. Please make sure to communicate your planned installation to your HOA in case a restrictive covenant exists.

## **TO OUR VALUED CUSTOMERS:**

- You will be required to sign a Work Order and a Contract (where applicable) upon completion of the work activities performed
- If you request or require any installation work beyond a standard professional installation such as: extensive wiring, special installation hardware or accessories, you may be invoiced on your Bell bill for these additional services.
- You and the installer should discuss your installation needs and associated costs for any additional service requirements prior to the start of your installation.
- Additional services for which charges may apply may include: system upgrades, second receiver installation, second television hook-up, tripod, pole mount, buried wire and wall fishing of coaxial cable.

**INSTALLATION / REPAIR CHARGES:\***

Professional satellite system installation	\$0 \$99	(2-year term (No term in Quebec or Atlantic Canada) – new customer up to 4 receivers) (No term – new customer 1 receiver)
Additional satellite receiver installation and activation	\$0 \$75	(during primary system installation) (separate truck-roll for existing customer/ \$50 extra for each additional receiver)
Additional TV outlet	\$50	
Backfeed of satellite system to second TV location	\$50	(single and dual tuner receiver)
Additional mileage over 100 km	\$0.50	per km
Additional labour over 3 hours	\$50	per hour (billed in 15 min. increments)
Multi-switch (additional accessory when installing more than 4 receivers)	\$149	
In-Warranty Service Call	\$0	Service call within 90 days of initial install; Extra labour may apply after the first hour
Out- of Warranty Service Call	\$75	Extra labour may apply after the first hour

\* Prices subject to change and do not include applicable taxes or 1.0% contribution fee for the Local Programming Improvement Fund (LPIF).