



609 Broadway Blvd. NE Albuquerque NM
505-369-7979
www.cibolawireless.net

FAQ – Frequently Asked Questions

THINGS WE DO as part of our normal Wireless Internet Service Installation:

1. We will supply up to 100' of UV rated CAT 5 Ethernet cable as part of a normal installation. If your cable run is greater than 100' then there may be an additional charge, which will be determined by the installer at the time of the installation. This additional charge will be discussed with you prior to the installer commencing with the installation. This additional charge will be paid directly to the installer upon completion of the installation.
2. As part of our standard installation we will configure our equipment to automatically assign an IP address (DHCP) to your equipment. If you have a need for a static IP address then that needs to be coordinated with our technical staff which can be reached via email at **support@cibolawireless.net**
3. We will install our equipment using a standard wall mount.
4. We will verify that the connection works with a laptop computer before we leave your premises. Your computer equipment and/or router will need to be configured to receive its IP address by DHCP.

THINGS WE DON'T DO as part our normal Wireless Internet Service Installation:

1. We will not configure more than one computer that is not behind a firewall or router.
2. We do not do network integration. We can recommend several highly qualified companies that can provide this service.
3. We do not provide non-penetrating roof mounts as part of a normal installation. If your location requires a non-penetrating roof mount there will be an additional charge, which will be determined by the installer and discussed with you prior to installation.
4. We do not install or configure Wi-Fi routers, or network printers at no additional charge. We can supply these services for a fee.
5. We do not assemble or repair computers, nor do we move furniture.
6. We do not provide internal wiring services. If you require additional internal wiring, this should be discussed with the installer prior to the installation. There may be an additional charge for this which will be payable to the installer at the time of installation.