



GUIDELINES FOR
NEW CONSTRUCTION

Silver Star Communications Service Area

This map shows service areas in which these network standards are applicable. This map does not represent a comprehensive view of all Silver Star service areas.

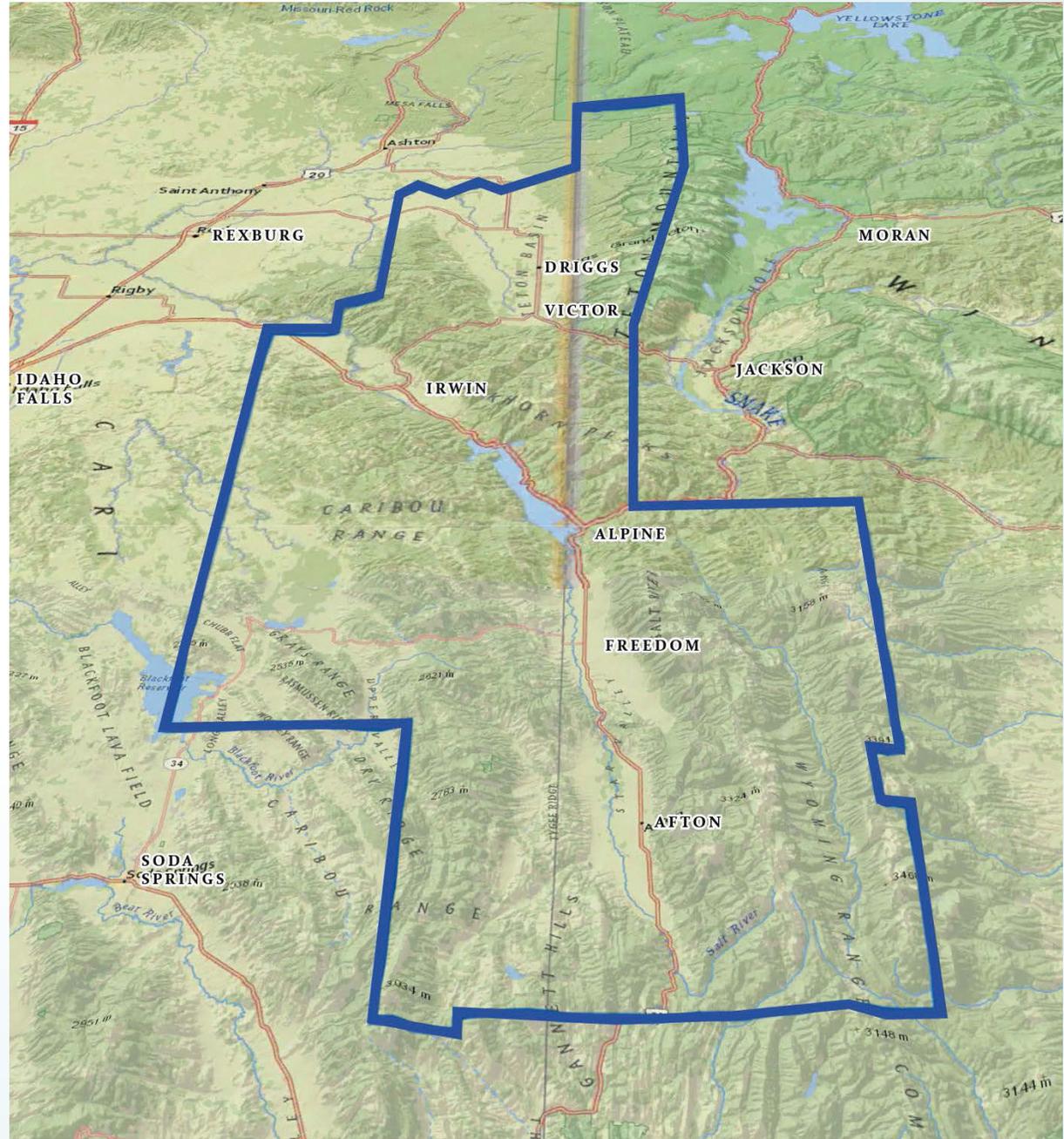


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Silver Star Communications

At Silver Star, we deliver cutting-edge communication solutions to our customers; whether it be fiber optic, DSL, wireless internet, or voice, we have your needs covered. We aren't your average run-of-the-mill company. We are all about supporting our rural communities, going above and beyond with customer service that makes sure all your needs are taken care of. Additionally, Silver Star delivers Business Solutions to companies of all sizes for data-center services, cloud-based services, and phone systems.

Purpose of this Booklet

This document is designed to help customers establish new service. If you have additional questions, please give us a call at 877.883.2411 so we can review your service requirements.

Service Types Available

We offer many different voice and broadband services. Depending upon location, we will deliver your services to you via copper or fiber optics.

Service Requirement

Line Extension Procedure

The following information is what is required by both the customer and our Silver Star representatives. To move through this process quickly, please read through the following steps, provide the needed information, and call 877.883.2411 with any questions.

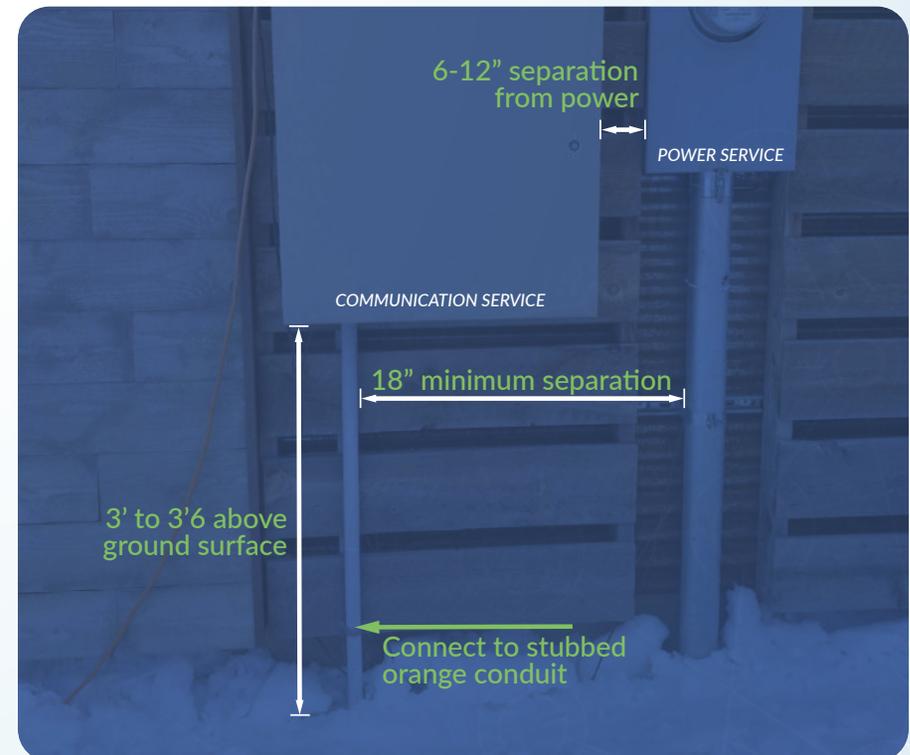
Line Extension Application/Contract

A Line Application/Contract may apply in certain areas before connecting your service. Please contact your nearest SSC office for fees and contracts that may apply 877.883.2411.

Service Location and Size

The location where your service lines enter the building is an important component to the process. We will work together to agree on the service route and the location of the demarcation point between your equipment and Silver Star's. The demarc must be located next to the power meter location (*refer to Demarc Standard Detail Drawing #3 - page 10*).

If either the service route or the demarc change, please let us know immediately. Unfortunately, a change in length or location of the service could result in an increase in cost and possibly a delay of installation.



Guideline Overview

Codes and Ordinances

It is critical for new construction and upgrades on any facility to adhere to current and applicable provisions of the National Electrical Code, the National Electrical Safety Code, federal, state and local regulations as well as our company standards.

Easements

Silver Star can only construct, own, operate and maintain facilities on satisfactory easements or rights-of-way. It is possible that we may require execution of an easement(s) to provide the necessary right-of-way for the construction and maintenance of distribution facilities. Easements are to be kept clear of obstacles that could restrict access for maintenance.

Relocation of Facilities

We understand that change is sometimes necessary. If a customer needs to relocate our facilities, we will need to determine if the relocation is even possible. If so, the customer will be responsible for all associated costs.

Conduit

We use the following types of conduit:

① HDPE Conduit

Buried HDPE Conduit is resistant to chemicals and corrosive soils, which helps provide protection to ensure a long life. HDPE pipes are flexible and can be bent to a radius of 15 times the pipes outside diameter. This type of conduit should be straightened to remove any residual “coil memory,” which can create challenges to cable installation. HDPE is also more impact resistant than PVC pipe, especially in conditions with low temperatures.

② PVC Conduit

Rigid PVC Conduit is a flexible and strong product like HDPE pipe, but is cut in shorter straight sections. Shorter lengths require more joints and make PVC less flexible than HDPE conduit. If using PVC Conduit, it must be a minimum of schedule 40 PVC and couplers with a minimum of size of 1¼. Conduit and plugs may be picked up at the Silver Star Operations Centers located in Freedom, WY or Driggs, ID.

In the event the conduit becomes damaged in a manner that makes it unusable, the homeowner will be responsible for all charges associated with repair or replacement.

Once the conduit is in place, we will take over! Our technician will install facilities into the existing conduit path and connect everything to the surface mounted demarc.

Guideline Overview *(continued)*

Trench Depth and Backfill

Please give Silver Star as much advanced notice as possible when you plan on trenching to arrange for pickup of conduit. You can contact us at 877.883.2411. Before excavating in Wyoming, call Wyoming One-Call at 800.849.2476 or in Idaho, call Idaho Dig Line at 800.342.1585.

Idaho and Wyoming State Law requires that all utilities be notified at least two (2) full business days prior to excavation. Please don't start excavation until locates have been made or the utility has notified the excavator that they have no facilities in the area. The homeowner is responsible for locating all structures such as sprinklers, septic, or secondary power.

Repairs for damages to any facilities due to excavation without such notification, or without regard to facility location provided by Silver Star, will be paid for by the excavator.

When digging a trench, keep the path level and rock free as possible. Make sure to avoid turns tighter than the conduit's bend radius. Conduit bend radius should be a minimum of 15 times the diameter of the conduit to be placed.

When 90 degree turns are required, they must be limited to three total. To assist you in the process, it is helpful if you provide your Silver Star representative with as-built drawing if the route is complex (in certain cases this may be required).

When you begin excavation, make sure to dig a minimum of 24-inches deep and remove all rocks and large stones from the bottom of the trench to prevent damage to the conduit. Place clean fill (free of rocks larger than a finger nail) into the trench to cushion the conduit as it is installed (*refer to drawing #4 Trench Detail, page 11*). Excavate your trench from the Silver Star handhole or pedestal (this point will be determined by SSC). If this pedestal or handhole does not exist, the homeowner will be required to provide a path to the lot line. Please contact one of our Silver Star engineers for additional options. (*Refer to Standards drawing #1 Copper Drop and #2 Fiber Drop Drawing, pages 8-9*).

If depth requirements cannot be met, please contact Silver Star for alternatives immediately.

When laying the conduit, leave at least 12 inches of separation from all other utilities. When you reach the end, please leave a minimum of four (4) feet of conduit to be left stubbed out of the trench at the building. Once conduit is placed, plugs should be installed to prevent debris from getting into the conduit (*refer to drawing #4 Trench Detail, page 11*).

Silver Star, or our approved contractors, will complete the construction required from the property line to our nearest facilities (*refer to drawing #4 Trench Detail, page 11*).

Joint Use of Trench

Power cables may be placed in the same trench as our cables, provided this installation meet all of Silver Star requirements as well as those of the power company. To coordinate this joint use of trench, please contact Silver Star and your local electrical provider.

Lower Valley Energy - 307.885.3175
Fall River Electric - 208.652.7431

Inside the Home (Demarc to CPE)

Our goal is to ensure the best user experience. It is necessary to have the Customer Premise Equipment (CPE) installed in a central location inside the home. Avoid locations like the basement or in a cabinet, as these placements significantly reduce the Wi-Fi strength and distance capabilities of the device.

Our technician will come to your home and install the CPE when you're ready for service. However, it is important that you plan a path to the CPE ahead of time.



Demarc Standard Illustrations

New Construction Recommendations

Customer Premise Wiring for Fiber-Optic Installation:

- 1-Micro conduit from the centrally located CPE to the media panel or equipment room.
- Two (2) Cat6 cables should be run from the media panel or equipment room to each jack location.

Customer Premise Wiring for a Copper Installation:

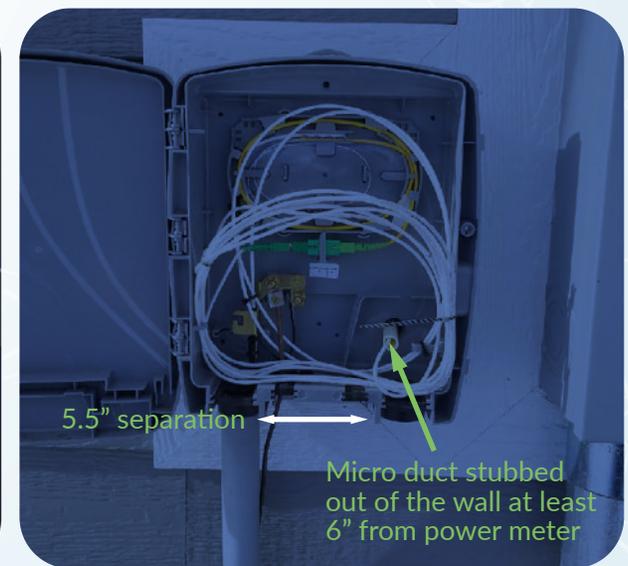
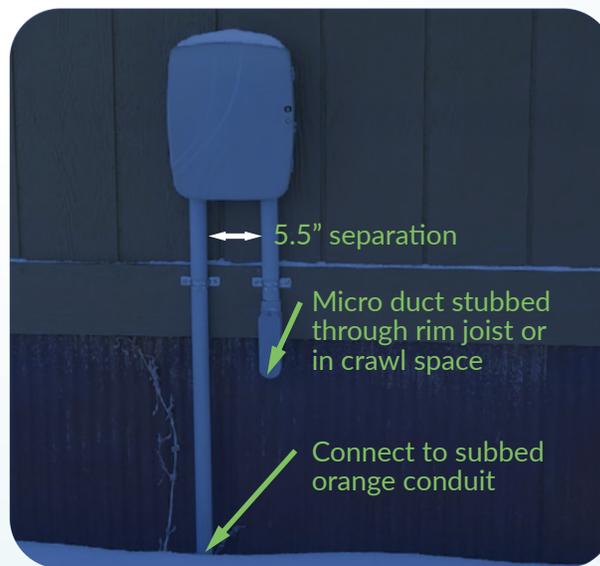
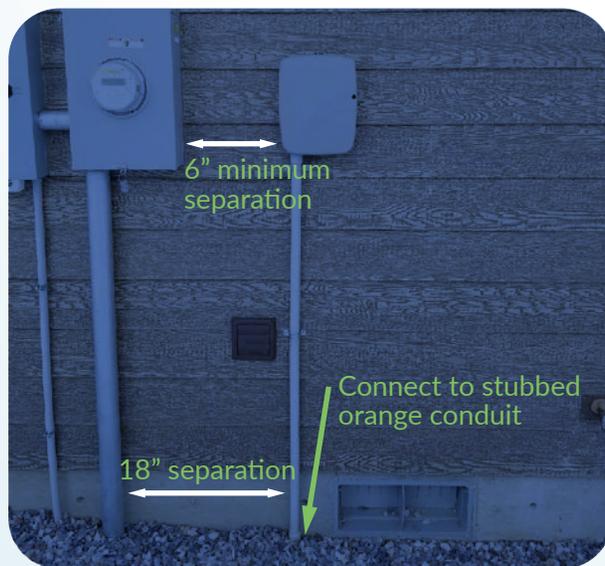
- Two (2) Cat5e or Cat6 cables along with a micro conduit and fiber should be run from the power meter location to the media panel or equipment room. (Refer to drawing #5, page 12)
- Two (2) Cat5e or Cat6 cables from the media panel to the central location of the CPE.
- Two (2) Cat5e or Cat6 cables from the media panel or equipment room to each jack location.

Existing Construction

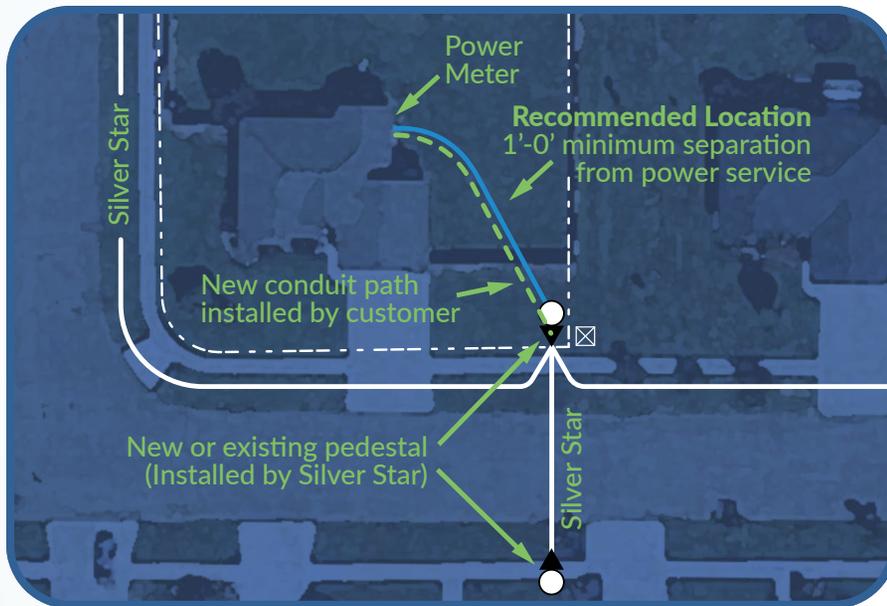
Call 877.883.2411 for questions or more detailed information.

Service Activation

Once the facilities are installed and ready to go, Silver Star will activate your services. If you do not need services immediately, please contact our Customer Service team to schedule an appointment that fits within your schedule.

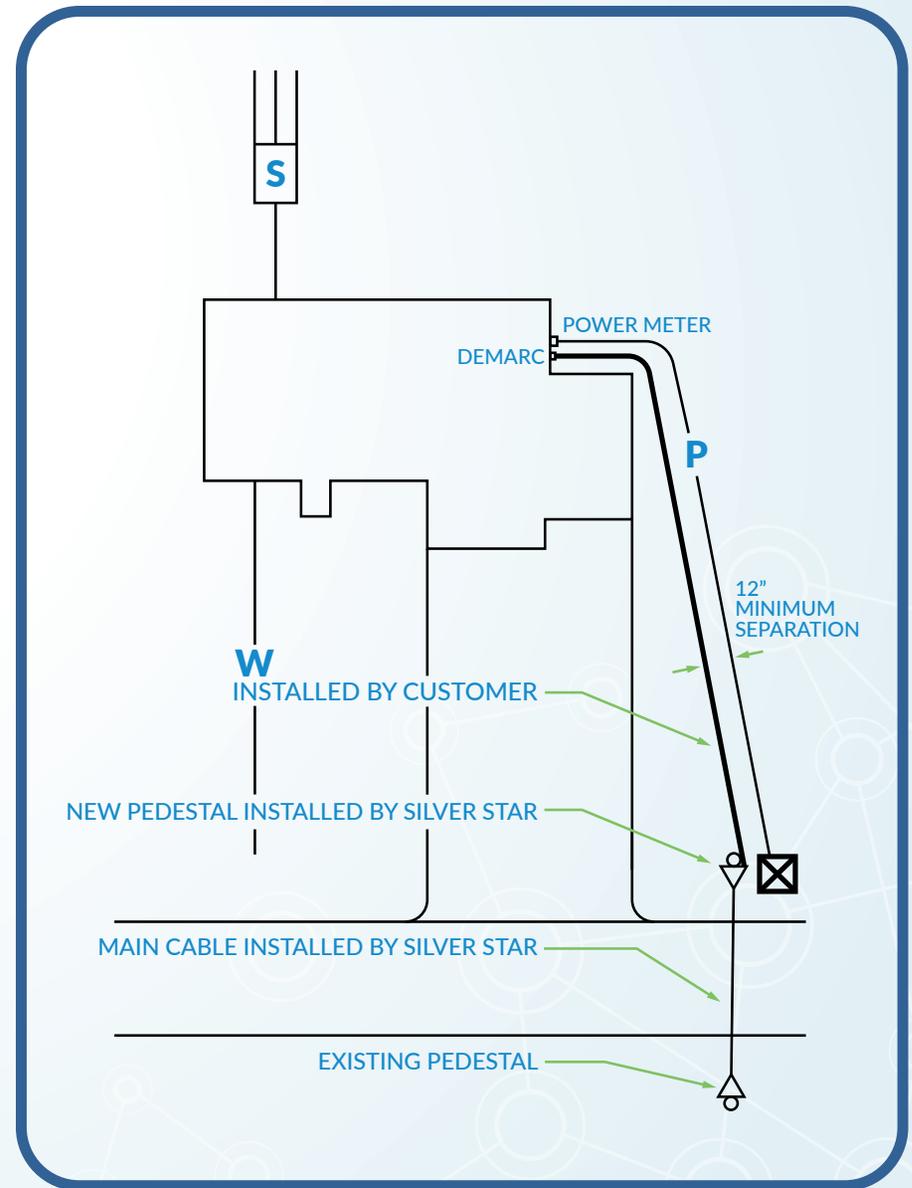


Copper Drop Detail Drawing #1



New Pedestal

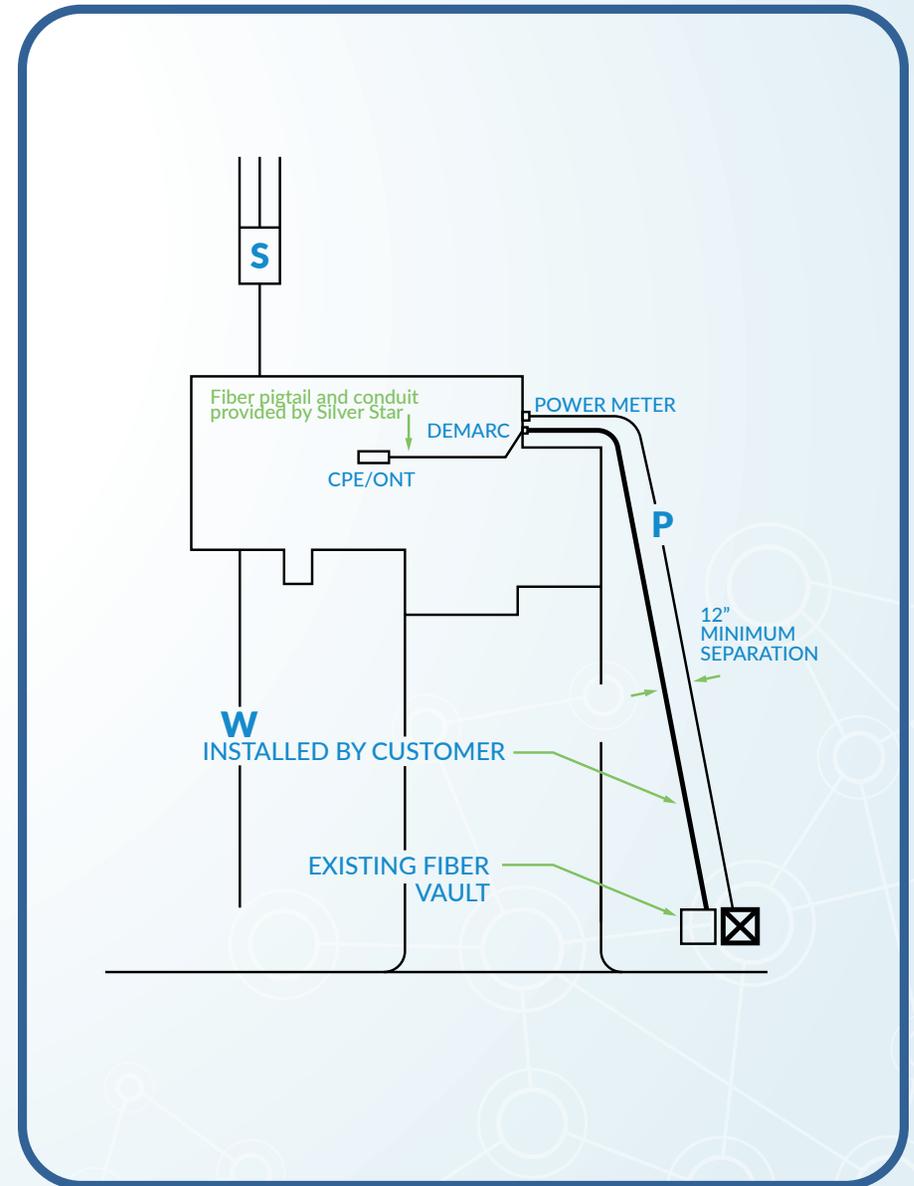
1. Customer is responsible to provide conduit path from power meter to property line determined by SSC Engineer.
2. Silver Star will perform any needed construction work beyond property line.
3. Conduit must be 1" minimum and can be picked up at Silver Star. Please contact our engineering department to determine route.
4. Conduit must be 24" deep minimum. If conduit is not installed properly, customer is responsible for costs associated with repair.
5. Place conduit, then notify SSC to place cable and connect service.



Fiber Drop Detail Drawing #2

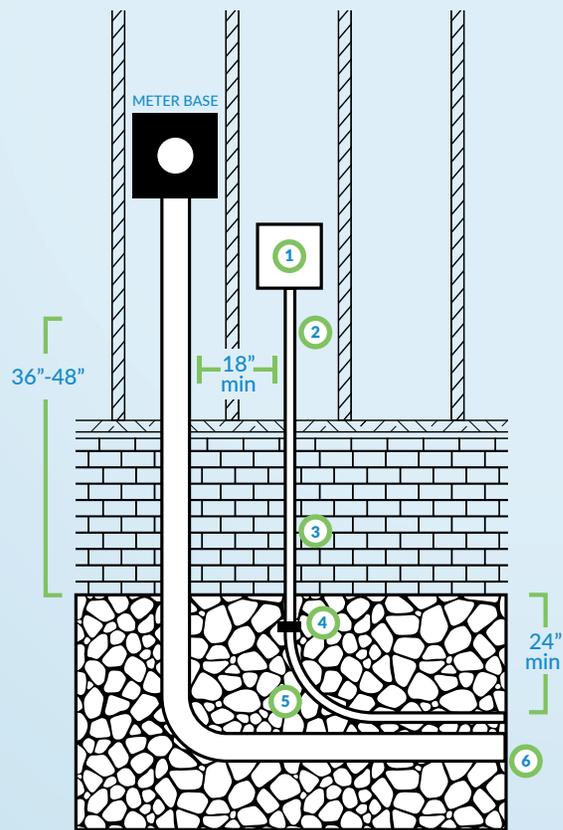
1. Customer is responsible to provide conduit path from power meter to lot line.
2. Conduit must be 1" minimum and can be picked up at Silver Star. Please contact our engineering department to determine route.
3. Conduit must be 24" deep minimum. If conduit is not installed properly, customer is responsible for costs associated with repair.
4. If home is to be served with fiber-optic cable, fiber-optic equipment should be installed at a central location inside of the home. Silver Star will provide micro conduit at no charge for inside premise installations.

Existing Fiber Vault

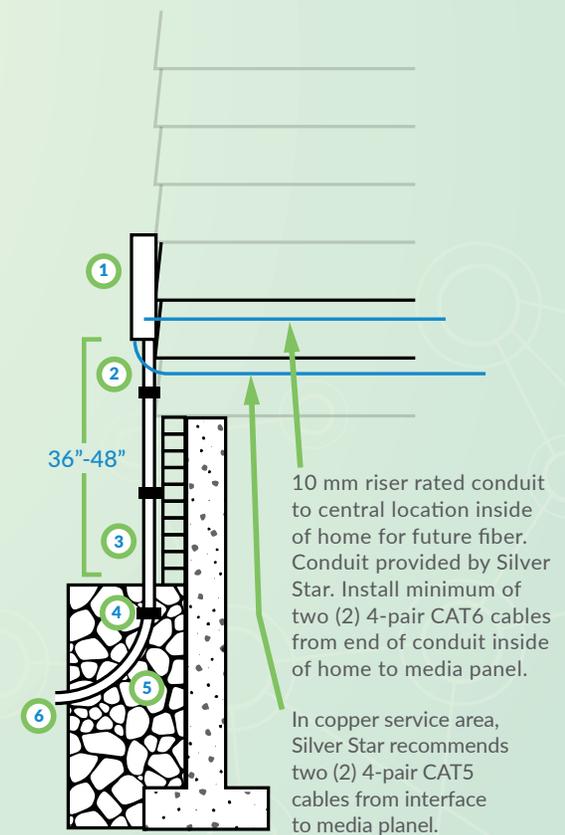


Demarc Standard Detail Drawing #3

FRONT VIEW



SIDE VIEW



- ① Demarc installed by Silver Star. Cannot be greater than 15' from power meter.

- ② 1" PVC conduit installed by Silver Star.

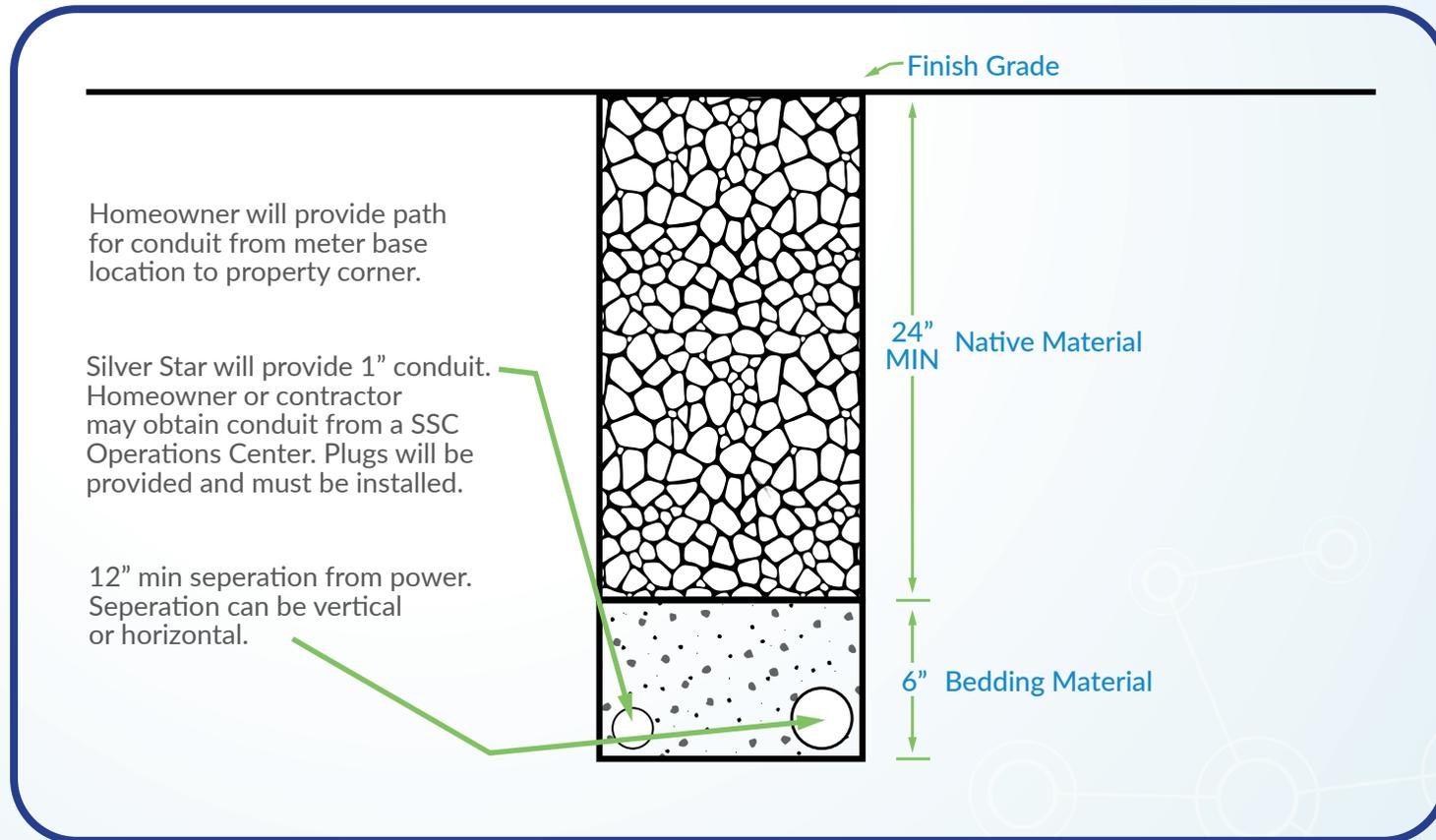
- ③ Leave 12" minimum of conduit stubbed out of ground above finished grade against foundation.

- ④ PVC to HDPE transition coupling installed 6" below final grade by Silver Star.

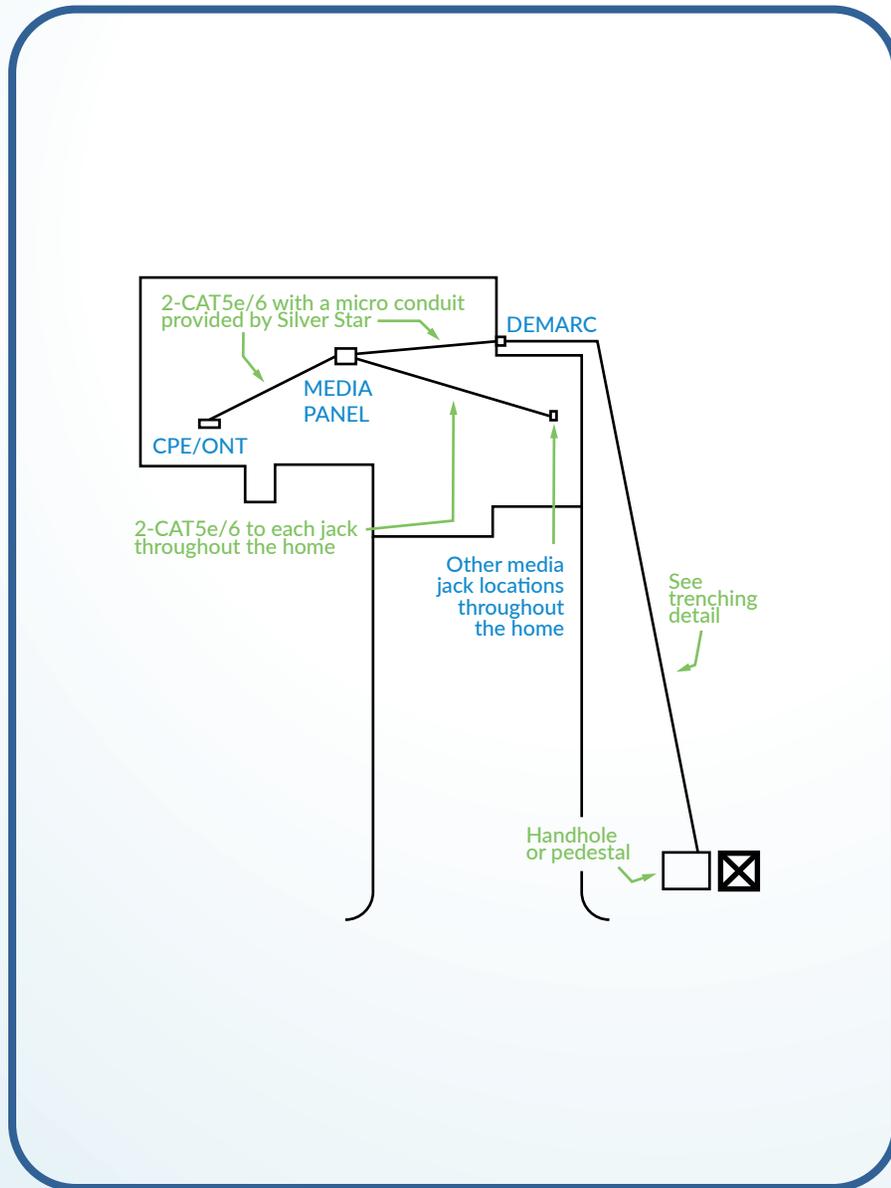
- ⑤ Minimum 12' radius.

- ⑥ 1" plowcon.

Service Entrance Trench Detail Drawing #4



Demarc to CPE Detail Drawing #5



1. Customer is responsible to provide all CAT5e/6 inside the home.
2. All CAT5e/6 should be run from DEMARC to MEDIA PANEL.
3. To Optimize Wi-Fi performance, the ONT should be placed in a centralized location.
4. A fiber path is required to ONT location. Micro conduit can be picked up at the Silver Star Operations Center.

New-Construction Checklist

1 When you're ready to order conduit, contact us one of the following ways:

- Call Customer Success at 877.883.2411
- Visit SilverStar.com and fill out the form on the Contact Us page.
- Chat with us via our website

2 Select a day and time to pick up conduit or request delivery.

3 Notify us when conduit is installed in the trench and microduct is ran to the media panel/mechanical room.

4 Once complete, you are ready to schedule installation and service.

Glossary of Terms

Broadband: A high-speed internet connection facilitated by Silver Star that utilizes multiple data channels to transfer substantial volumes of data efficiently.

Customer Premise Wiring: Wiring owned by the customer that is used to provide broadband or voice services within a home.

Category 5e Cable (Cat5e): A type of twisted pair cable designed for transmitting signals, used in computer network structured cabling like Ethernet. This cable supports performance up to 100 MHz and can also transmit telephony and video signals.

Category 6 Cable (Cat6): A standardized twisted pair cable for Ethernet and other network physical layers, backward compatible with Category 5e standards. It is specified to perform up to 250 MHz.

Copper Service: Delivery of voice and broadband services through twisted pair copper wires to the customer's premises.

Customer Premise Equipment (CPE): Devices located at a subscriber's premises connected to a carrier's telecommunication channel at the demarcation point. Includes telephones, routers, switches, residential gateways, set-top boxes, and other devices enabling access to communication services.

Demarcation Point (Demarc): A designated boundary within a building or complex that marks the separation between customer equipment and Silver Star's equipment.

Easement: Legal allowances for Silver Star to cross over multiple properties to reach homeowners' properties.

Fiber Optic Service: A service utilizing optical fibers to transmit light, allowing for data transmission over longer distances and at higher rates than traditional wire cables.

Handhole: Below-ground containers like splice vaults that house telecommunications components in an Outside Plant (OSP) setting.

HDPE Conduit: Conduit made from high-density polyethylene designed to encase and protect telecommunications cables, offering flexibility and durability across various temperatures and ground conditions.

Internet: The global network of interconnected computer networks that communicate using the internet protocol suite (TCP/IP), connecting devices worldwide.

Media Panel: An in-wall panel that consolidates customer premise wiring.

Modem: A device that receives information from Silver Star through phone lines, or coaxial cable in a home and converts it into a digital signal.

Network Interface Device (NID): A device marking the demarcation point between the carrier's local loop and the customer's premise wiring.

Optical Network Terminal (ONT): A device that terminates a fiber-optic line at the customer's premises, converting optical signals into electrical signals for voice, television, and internet access, while also supplying power to customer telephones. For Fiber customers, an ONT replaces a traditional modem in receiving information from Silver Star to convert into digital signal. The ONT is powered by the customer's premises electrical supply.

Pedestal: A ground-level enclosure serving as a passive connection point for underground cables, used for splicing, terminating, and distributing copper cables. Positioned to serve multiple customers in a general area.

Right-of-Way (ROW): Legal permission to cross over a piece of land, typically for the installation and maintenance of telecommunication facilities. ROW is a form of easement.

Glossary of Terms

(continued)

Router: A device that manages data traffic between computer networks, directing internet traffic efficiently.

Service Entrance: The specified point on a customer's property where the network interface device is installed, usually within 15 feet of the power meter/main power supply.

Service Route: The path between the network interface device and the media panel or equipment room within a customer's premises.

Service Territory: The specific geographic area within which Silver Star provides voice and broadband services to residents.

Wi-Fi: A technology that enables internet access for devices within the coverage area of a wireless network connected to the internet.





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