

# Guidelines for Preparing for Verizon Service Delivery at an End User Premise

This document contains a set of guidelines and technical requirements to assist Verizon Partner Solutions (VPS) wholesale customers and their end users prepare for Verizon service installation. Following these guidelines will help to mitigate delays and additional charges.

This document is provided to assist Customer with site installations, is current as of November 2025, and is subject to change without notice. All terms and conditions of Customer's contract/order for the service apply. Please coordinate with your Verizon service team for specific installation details for a given site.

## Designation of LCON:

Customer is responsible for designating and providing to Verizon the name and contact details for an LCON for an installation site. Customer may also designate an ALCON for the site if desired. Customer is responsible for sharing these guidelines with its End User and LCON/ALCON and overseeing adherence to the guidelines by End User and LCON/ALCON.

**"Customer"** means the wholesale customer of Verizon.

**"End User"** means the customer of the wholesale Customer.

**"LCON"** means the individual designated by Customer to Verizon to be present for the Site Walk, serves as a point of contact for the installation and performs other actions as described in these guidelines. The LCON may be a contact of the Customer or its End User for the site.

**"ALCON"** means an alternative point of contact that can serve as an LCON. References below to "LCON" also mean ALCON when Customer has an ALCON for a given site.

## Installation Site Access:

Verizon may require site access for:

- **Site Survey:** If required, a Verizon representative will schedule a visit with the LCON/ALCON, who must be familiar with the site and service ("**Site Walk**"). Accurate contact information is crucial. If work involves a common building space, the LCON/ALCON will be asked to notify building management. The representative will assess site requirements and provide a detailed summary, which must be met by the customer prior to service delivery, including written authorizations like Right of Way.
- **On-site Service, Cable, or Equipment Installation:** Access to all areas necessary for installation, configuration, and testing is required.



Verizon requires access for the entire duration of the visit. Customer responsibility includes obtaining building owner permission, arranging escorts if required, informing Verizon of special security authorizations, and notifying building management if work extends beyond customer-controlled space.

### **Demarcation Policy:**

The demarcation point (demarc) is Verizon's service termination point. Understanding this location is critical, as additional work by the building owner or a third-party vendor may be necessary. Your Verizon representative will assist with identifying the location of the demarc.

### **Site Readiness Checklist:**

Customer is responsible for addressing the following items to prepare the site premises for service installation. The LCON may be asked to conduct a site survey. Customer is responsible for ensuring site readiness to prevent or reduce delays and fees. Additional action items may apply for a given installation.

- Provide valid LCON name, mobile number and email at contract signature/order.
- Provide an alternative local contact (ALCON) name, mobile number and email.
- Ensure LCON is on-site at the date/time of any appointments (Site Walk, installation, etc.) and is aware of the installation.
- If LCON is not usually on-site, ensure access can be provided by other personnel at the date/time of any appointments (Site Walk, installation, etc.).
- Emphasize to the LCON the LCON's vital role in site preparation to prevent delays and associated costs.
- Encourage LCON to review Verizon requirements (including in this document) and ask questions promptly.
- LCON must timely provide site and technical room access and make installation/wiring decisions.

### **Premises Access and Use:**

LCON must provide access to all necessary premises areas for Verizon's conduit, cable, and equipment installation, and obtain permission from the building owner/manager.



## Environmental Factors:

Customer must provide a suitable environment for Verizon's equipment:

- **Temperature and humidity:** Recommended Room Temperature: 65°-80°F (18°-26°C), Recommended Relative Humidity: 30-55%. Acceptable airflow for optimum operation.
- Dust-free environment.
- Adequate lighting.
- Space for cabinet, rack, or wall mount (specifics determined at site survey).

## Cable Path and Conduit:

- Customer must provide a cable path.
- Verizon will utilize common building telecom riser shafts; Customer must perform any necessary core drilling.  
Verizon typically installs rigid plastic tubing for fiber optic cables. If metallic conduit or specific details are required, Customer must prepare them in advance to meet the relevant building code
- Conduit routes must have gradual bends (minimum 15 times cable diameter) and a maximum of two 90-degree bends or 180 degrees total bends between pull boxes.
- Customer may be requested to provide fiber path drawings including footages.
- Verizon will co-occupy customer-provided conduit only if a spare, roped sub-duct is provided.

## Power (as needed):

- Customer must provide commercial AC or DC-48V power for Verizon's equipment, including redundant power if required. Amperage, receptacle type, and alternative power options will be determined at the site survey. Dedicated circuits backed by UPS/generator systems are highly recommended.
- Network Interface Devices (NID's) must be on surge-protected circuits provided by the customer. The customer will be charged for power surge-related damage to Verizon equipment.

## Ground:

Customer must provide standard metallic conduit from Verizon equipment to an approved building ground for appropriate gauge wire installation. Grounding options, in order of preference: Building



Service Ground, Main Electric Box, Building Steel, Metallic Water Pipe (direct contact with earth for  $\geq 10'$ , electrically continuous, bonded around meters).

**Backboard (if applicable):**

Customer must provide a 4' x 8' x 3/4" backboard if required for equipment installation. Variations can be discussed at the site survey.

**Occupancy Charges:**

Customer must provide space, electric power, and cable paths for Verizon's use. Verizon will not incur charges for these provisions.

**Demarcation Information:**

The type of device used to demarc service varies by bandwidth ordered, equipment vendor, region and service ordered. Following are general demarc technical specifications for end user locations. All information is current as of the date of this document and is subject to change without notice. This information is provided for planning purposes. Please coordinate with your Verizon account team for specific information applicable to a specific site.

Network Interface Device	Description
Physical Specifications	Height: < 2" Width : < 18" Depth: < 11" Weight: < 15lbs 1RU (industry standard rack mount chassis)
Power	AC: 120v with 15amp breaker/fuse DC: -48v with 10amp breaker 200W Max

**Other Requirements:**

The information in these guidelines is not exhaustive. Other requirements may be determined during the site survey.



## **Common Implementation Delays:**

Examples of situations that could lead to implementation delays, and possibly additional charges, include but are not limited to:

- Unvalidated Order Validation Checklist.
- Inaccurate or missing LCON/ALCON contact information.
- Lack of LCON/ALCON availability or technical expertise.
- Absence of Secondary or Technical Contact.
- Inaccurate address or unfulfilled site requirements by due dates.
- Delayed or incomplete responses to information requests.
- Unprepared site or unfulfilled site requirements by CRD.

Timely verification of information and fulfillment of requirements expedite service activation. Multiple vendor dispatches due to missed or canceled appointments may incur additional charges.