

Site Survey Checklist

CUSTOMER MEET AND GREET

Did you...

- Check the direction the house faces in relation to the Southern satellite signal?
- Check for an installed antenna that you can see from the street?
- Check for obstructions on the property to the Southern sky?
- Have the work order with you?
- Have the site survey with you?
- Introduce yourself?
- Identify who you are with DISH?
- Explain why you are there?
- Ask if the customer is the homeowner?
- Identify the installation job you were there to perform?
- Confirm the programming the customer ordered?
- Verify the equipment the customer ordered?
- Discuss receiver locations with the customer?

EXTERIOR SITE SURVEY

Did you...

- Check if existing exterior cables are usable?
- Check for grounding location?
- Determine mounting options?
- Check for line of site?
- Check for safety concerns?
- Check for accessibility?
- Consider aesthetics?
- Consider customer preference?
- Determine two mounting locations, if possible?
- Determine what antenna and mount type to use?
- Determine if switch is needed?
- Record all concerns on your Installation Plan at the bottom under "Items to Discuss with Customer"?

INTERIOR SITE SURVEY

Did you...

- Check the receiver locations?

Site Survey Checklist

- Check the receiver model numbers?
- Determine usable existing interior cable?
- Plan for cable routing?
- Check for phone line or Cat-5 Ethernet per receiver?
- Determine no plumbing, HVAC, or wiring interference?
- Determine if customer has any existing TV services that need to be maintained or integrated?
- Determine need for drilling or possible damage to the customer's home?
- Check for safety concerns?
- List items to discuss with customer?

INSTALLATION PLAN PRESENTATION

Did you...

- Display customer service skills?
- Explain two possible installation locations?
- Explain location of cable runs?
- Explain why these locations are required?
- Explain concerns about customer maintaining antenna?
- Address concerns about aesthetics?

Time Saving Tip!

Make sure the customer agrees to all parts of your installation plan before you bring out any equipment, cabling, tools, and start mounting the antenna. This will save you time moving or re-routing cable if the customer does not like where the antenna is mounted or how the cable is run.