

WISPRENN

New Installation Statement of Understanding

This is a statement of understanding between WISPRENN and the client

Payment for Installation and first month service is due at time of installation: \$ _____ + \$ _____ = \$ _____

WISPRENN will provide the client with Service and Receiver Antenna on the following conditions:

1. All installed equipment and materials remain the property of WISPRENN. The client will receive free rental of the receiver as long as they are a client in good account standing with WISPRENN. WISPRENN warrants the receiver against defects in workmanship as long as the client is a customer. Incidents of theft, vandalism and natural disaster are examples of cases not covered by the warranty. Replacement of a new receiver not covered by warranty will be billed to the client and is expected to be paid in full before continuation of service. Cost of Receiver replacement is \$145.00. Cost of Power Supply is \$25. Water damage to the Power Supply is not covered under warranty.
2. WISPRENN reserves the right to refuse service. WISPRENN reserves the right to reclaim the receiver in the event of service termination, cancellation, or poor account standing. There is no refund for unused service, unused bandwidth or refund due to cancellation for any reason. There are no refunds for installation fees and set-up fees.
3. The client agrees to provide full access to the equipment and materials at all times. In the event of cancellation or move the client will inform WISPRENN that an uninstal is necessary. WISPRENN may reclaim the installed equipment at any time.
4. The client agrees to abide by the terms of the Terms of Service Policy, available for review on the WISPRENN website (<http://wisprenn.com/tos.html>). WISPRENN reserves the right to terminate service in the event the Terms of Service Policy is violated. By signing this paper the client indicates that they have been made aware of the Terms of Service and Bandwidth allowance. The client understands that failure to abide by the terms of Service will result in immediate termination without refund. Exceeding the allotted bandwidth limit may result in immediate termination without refund. Bandwidth does not roll-over each month. There are no refunds for unused bandwidth or unused service. Bandwidth allowance is 20GB Upload for Residential plan, 40 GB Upload for Business plan, and 300 GB Upload for Industrial Plan. Download is unlimited within reason and is subject to the Fair Access Policy located in the Terms of Service located at our website. Excessive download that is considered harmful to the network will result in reduction of speeds and/or termination of account without refund. Download usage in excess of 200GB is considered excessive.
5. Installation is done on a verbal agreement basis. If the client has any concerns the client must bring them to the installers attention before installation begins. The client understands that staples, nails, and drills will be used during the installation which will leave permanent markings and/or holes on the exterior and interior of the residence. WISPRENN is not responsible for leaks or water damage that may occur due to the installation. WISPRENN is not responsible for damage to the home or homeowners property. WISPRENN will use existing holes if requested. Use of existing holes may result in termination of active third party services. WISPRENN is not responsible for termination of lines to active third party services. By signing this paper the client acknowledges that he/she has permission and the authority to approve installation by WISPRENN and understand that damage to the home and surrounding property may occur as a result of the installation and WISPRENN and its owners nor the installer can be held liable for damage to the home or loss of active services. Attic access or crawl space access are not part of the standard installation and an extra charge will occur if required to complete the installation. Computer set-up and router installation is not part of standard installation and an extra charge will occur if required to complete the installation.
6. The clients billing due date is the _____ of every month. Up to 25 days before the billing date the client will receive an invoice with the full amount due via email. Failure to provide payment in full before the start of the next billing cycle will result in immediate termination. By accepting this contract you agree to accept emailed statements and notifications. \$5 charge for mailed statements.

The client understands that this agreement is legally binding and is in full effect for the duration of the relationship between WISPRENN and the client.

Customer # _____ Installer _____ Date _____

Name _____ Signature _____

The client must provide a valid Email address in order to receive statements, billings, and notices free of charge. Failure to confirm or provide an active and valid email address will result in paper statements being mailed to the clients. There is a \$5 charge per paper statement that is mailed to the client.

Email Address _____ Phone Number _____

Physical Street Address (NO PO BOX) _____

Mailing Address (if different from street) _____

How did you hear about us? _____

Payment method _____ Amount _____

Job Start Time: _____

Job Completion Time: _____

Antenna Type: - Station Bridge 22 Bridge 25 Beam 300 Beam 400

Signal Strength at time of install: _____

If Signal is above -75 YOU MUST explain why :

AirRouter Sale : Yes No

Static IP info if assigned: _____

Router Login: _____

Router Password: _____

Wi-Fi SSID: _____

Wi-Fi login: _____

Dogs on property: Yes No

Can antenna be accessed without customer being home: Yes No

If house was difficult to find (could not use address to locate) please add GPS or directions here:
