

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 \$115.00. 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 uninstall is necessary.
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 but subject to the Fair Access Policy located in the Terms of Service located at our website. Your download speeds may be reduced if your usage infringes on the WISPRENN network.
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 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 may occur as a result of the installation and WISPRENN and its owners nor the installer can be held liable for damage 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.
7. WISPRENN is not responsible and will not provide support for Routers, network configuration, computers, or general network assistance and repairs. If you need assistance for issues unrelated to your WISPRENN internet service you can call Cystruct IT Service at 760-605-7919.

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 _____

Physical Street Address (NO PO BOX) _____

Mailing Address (if different from street) _____

Phone Number _____ How did you hear about us? _____

Payment method _____ Amount _____