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## SERVICE AGREEMENT

Whiz to Coho, Inc's Service Agreement is intended to enhance the use of the Internet for all customers by preventing unreasonable use by a few customers. Full policy is at <http://members.whiz.to/serviceup.php>.

**Speeds.** We cannot guarantee any fixed speeds as wireless connection speed depends upon quality of signal and distance from our wireless tower, but we will not install our wireless service unless you met the standards required for quality service. Just like DSL and Cable, you are sharing the bandwidth with others on the network; however, quality of service is important to us. Not only do we use the service ourselves, so do our family and neighbors. We ensure that more than the required bandwidth is available at all times. We have sophisticated service monitoring tools, backup systems, generators, and multiple upstream connections; it is rare for our system infrastructure to be taxed or unavailable. Most performance issues are solved by restarting the wireless antenna and network devices; our staff can provide troubleshooting help.

**Traffic Blocking.** We have traffic blocking policies in place to protect our customers from intrusion attempts and to ensure that network performance is stable, reliable and secure. All typical internet programs (email, surfing the net, etc) are automatically allowed through, but any special ports or non-typical traffic has to be configured in our firewalls. Different packages support different services; if you are uncertain which plan would be best for you, check with us. Voice over IP is allowed under the standard or enhanced packages but not supported; those using their wireless for VOIP must ensure that they have a backup telephone service such as a cell phone. Static IP and bridged mode is only enabled under the business plans. Most VPNs will work in router mode, but if bridged mode is required for a VPN to work then the customer must be on a business plan. Customers can switch plans at any time without charge effective with the next billing period. However, you cannot change retroactively and there is no credit for unused services.

To provide quality service, the following are NOT allowed on our wireless connections: Web hosting or other servers unless pre-approved under the Business plans, & peer to peer file sharing (eg Limewire, ShareBear).

**Connection Sharing.** Our wireless accounts are for one single home only. Sharing your wireless connection within your house is fine; however, you are responsible for securing your network so that no one else can access your internet connection. Please do not share your wireless connection, email accounts, or dial up account with anyone outside of your home.

**Bandwidth.** Our Wireless accounts are for reasonable use of bandwidth. As a general guideline we consider reasonable use to be: 1 - 5 gigabytes of data per month for the Basic plan, 1 - 10 gigabytes of data per month for the Standard plan and 1 - 20 gigabytes for Home Office plan, and 25-35 gigabytes for the Business plans.

**Service Calls.** Most issues with the wireless service can be solved with the help of the office staff. In cases where an onsite visit is required, the call-out fee is \$25. This covers the first hour, with additional time charged at the cost of \$65 per hour. More details can be found at [http://members.whiz.to/services/pdfs/Wireless Service Call Policies.pdf](http://members.whiz.to/services/pdfs/Wireless_Service_Call_Policies.pdf). On-site service call response time is posted on our website. as follows: Basic & Standard Plans: 3 to 5 working days, Residential Enhanced and Home Office Plans: up to 3 working days, Residential Enhanced Plus and Business Small Office Plans: 1 to 2 working days, and Business Enhanced/Plus, up to 1 working day. A back up dialup account is provided free of charge with all wireless accounts and should be used in case of wireless equipment failure.

**Equipment & Maintenance.** You are responsible for insuring that your wireless antenna is plugged in to a UPS/battery backup; if your antenna is not protected by a UPS, or has been altered in any way, then your antenna's warranty is voided. Please keep your antenna in good condition. The equipment belongs to you and can be taken with you or sold if you move or no longer require the service.

**Service Cancellation.** Antennas can be returned for a full refund within the first 30 days of service, should you decide you do not want wireless for whatever reason. Installation costs are not refundable.