



## Wireless Service Call Policies

Our wireless install/maintenance team handles service calls for us. The call-out charge for a service call is \$25 for the first hour, and \$65 per hour for every hour thereafter. In some cases the charge for the visit is waived. Following is an excerpt from our Wireless Service Agreement. This material is on our Website and included in the pre-installation & welcome materials:

**Equipment & Maintenance.** The wireless antennas come with a 1 year manufacturer warranty. 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 then your antenna's warranty is voided. The equipment belongs to you and can be taken with you or sold if you move or no longer require the service. Please keep your antenna in good condition; if it is altered in any way (such as painting) its value decreases.

**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; this fee can be waived in cases where the failure is due to our network. On-site service call response time is 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. Please plan to be there the entire duration of the service call, as our team must stop work if the owner of the property leaves for any reason.

We strive to be fair and to treat customers as we would like to be treated ourselves. On the bottom of this document are a few examples of instances when we have waived the service call charge and when it has not been waived.

## Customer Change Requests

Customers are welcome to hire our wireless staff to help them make changes such as moving the antenna to a new location for aesthetic reasons, extending the cabling from the antenna to a new room or area of the house, or moving the antenna to a new residence. The cost is \$65 per hour, billed in half hour increments.

## Antenna Upgrade Policies

Wireless technology is rapidly advancing, and new high powered antennas with increasingly sophisticated features are being added to the market. In cases where a customer wishes to upgrade their antenna, we provide the new antenna at the manufacturer's cost to us, and will send our wireless team out to replace the old antenna with a new one at no cost for the team's time. Old antennas can be retained by the customer or returned to us.

## Antenna Sale Policies

Customers own their wireless antenna, and if they move house or no longer require the equipment for any reason, they are welcome to sell the antennas to recover part of the cost of the equipment; the antennas generally sell well on Ebay and Craig's List. We do not buy back antennas from customers. However, if the customer wishes us to sell the antenna for them on consignment, we are willing to refurbish the antenna and offer it for sale to new customers at the costs as listed in the table below. We do this as a convenience for our customers. Since we do



not to make money on the sale of the equipment nor charge for the refurbishment service, we ask that customers wishing to sell their antennas remove them from outside the house and package them with the cables, power supply, and power injector so our install/maintenance team can easily collect the equipment. When a new customer pays us for the refurbished equipment, we will then write a check to the seller of the equipment. Currently we are only reconditioning newer, Tranzeo or Motorola antennas.

Time Frame	Suggested Value
0 – 3 months from date of installation/purchase of unit	100% of original cost
3 – 6 months from date of installation/purchase of unit	75% of original cost
6 – 12 months from date of installation/purchase of unit	66% of original cost
12 – 18 months from date of installation/purchase of unit	50% of original cost
18 or more months from date of installation/purchase of unit	25% of original cost

### Service Call-out Charge

The service call-out charge exists primarily to cover the cost of our maintenance team's costs. However we do try to minimize customer costs, and sometimes waive the call-out fee. Following are real examples of times when we have waived the service call charge:

- antenna unit was damaged during a storm despite being on a UPS (static electricity)
- antenna has shifted position due to no known reason
- antenna has shifted position due to storm
- antenna is in same position but area trees have grown and now block it
- antenna is in same position but a neighbor's building now blocks it
- signal has substantially degraded due to no known reason

Here are a few examples of instances when we have charged for the service call (all of these are real examples):

- antenna is in same position but customer has put a truckload of hay in front of it
- antenna has been painted or decorated and no longer works properly
- antenna has shifted position due to customer moving it
- antenna cords have been chewed by squirrels, mice or cats, pecked by birds, eaten by deer or sliced by cow's hooves (any animal damage)
- antenna cord was cut and incorrectly repaired by customer
- equipment was unplugged and plugged back in incorrectly
- equipment was not restarted or was turned off/unplugged
- customer's equipment (PC, switch, router, etc) failed
- customer had their own internal wireless without security and neighbors were linking in, using the connection, and causing the performance issues
- customer added new equipment but did not configure correctly
- customer has been notified in writing that their signal is marginal and not improvable
- antenna unit was not on a UPS and was damaged
- antenna unit, wireless router or PC settings changed by customer
- equipment reset to default by customer
- customer virus, firewall or other software caused problems
- antenna mounted on pole and customer did not trench and/or put cable in conduit
- antenna mounted in temporary position and not permanently fixed within 30 days
- antenna shot with rifle during hunting party