

**LIGHTWAVE WIRELESS
WIRELESS HIGH SPEED INTERNET SERVICE
INSTALLATION AGREEMENT**



CUSTOMER INFORMATION:

Name: _____ Invoicing Email: _____
Physical Address : _____ Phone(s): _____
City/State/Zip: _____ Access Point & Modem: _____
Installation Date: _____ Referred By: _____

DURATION OF AGREEMENT: Month-to-Month

RESIDENTIAL SERVICE LEVELS are BURSTABLE up to stated speeds but fluctuate depending on wireless conditions. Customer please *initial* level of choice:

- | | |
|---|--|
| ___ Level 1: \$35.00 per month, burstable speeds
Download Speed: up to 1.5mbps
Upload Speed: up to 1.5mbps | ___ Level 5: \$85.00 per month, burstable speeds
Download Speed: up to 30.0mbps
Upload Speed: up to 10.0mbps |
| ___ Level 2: \$55.00 per month, burstable speeds
Download Speed: up to 8.0mbps
Upload Speed: up to 8.0mbps | ___ Level 6: \$90.00 per month, burstable speeds
Download Speed: up to 40.0mbps
Upload Speed: up to 10.0mbps |
| ___ Level 3: \$65.00 per month, burstable speeds
Download Speed: up to 15.0mbps
Upload Speed: up to 8.0mbps | ___ Level 7: \$120.00 per month, burstable speeds
Download Speed: up to 50.0mbps
Upload Speed: up to 15.0mbps |
| ___ Level 4: \$75.00 per month, burstable speeds
Download Speed: up to 20.0mbps
Upload Speed: up to 10.0mbps | ___ Special Offer: \$60.00 per month, burstable
Max Burst Download Speed to 35.0mbps
Max Burst Upload Speed to 15.0mbps |

PLUS \$95 INSTALLATION FEE

INSTALLATION NOTES: Installation includes equipment, CAT5e Ethernet cable of 50 feet, and general activation, programming of Customer's unit into the primary server. If Customer requires any additional installation preparation, requirements, equipment, programming, or Ethernet cable length greater than 50 feet, etc., there may be additional charges in labor and/or equipment. These additional charges will be discussed in advance with Customer and must be written below and approved by Customer's signature before installation can proceed. **NOTE: LIGHTWAVE'S High-Speed Internet Service requires a clear line of sight to LIGHTWAVE'S Access Point.** Please consider this when landscaping or building on your property.

INSTALLATION REQUESTS AND SPECIAL REQUIREMENTS: _____

MODIFICATIONS OF AGREEMENT: _____

ADDITIONAL SERVICE EQUIPMENT REQUIRED: _____

COST OF ADDITIONAL SERVICE EQUIPMENT: \$ _____

CUSTOMER SIGNATURE _____

DATE

ONE MONTH FREE TRIAL PERIOD: YOUR TRIAL PERIOD ENDS ON _____.
All residential customers, excluding business customers, are entitled to a One Month Free Trial Period commencing on the Installation date and concluding on the same date of the following month. Cancellation during the Trial Period will result in no charges. All cancellations must be received by LIGHTWAVE prior to the end of the Trial Period. **At the end of the Trial Period, payment becomes due for the Installation Fee, the Final Month's Service, and any Additional Equipment Costs.** Balance due will be subject to a service charge if not paid within fourteen (14) days of due date.

FINAL MONTH'S SERVICE FEE:	\$ _____
INSTALLATION FEE:	\$ _____
\$15 OFF MONTHLY FOR ONE YEAR: (Not available with Special Offer)	\$ _____
ADDITIONAL EQUIPMENT COSTS:	\$ _____
<u>TOTAL FIRST PAYMENT</u>	\$ _____

**UNLESS YOU CANCEL THIS AGREEMENT, YOUR TOTAL FIRST PAYMENT OF
\$ _____ BECOMES DUE ON _____.**
LIGHTWAVE REQUESTS PAYMENT WITHIN 14 DAYS OF DUE DATE.

PLEASE MAIL CHECKS TO:

**Lightwave Broadband LLC
P.O. Box 3008
Valley Center, California 92082**

**TO PAY BY CREDIT CARD, CONTACT OUR BILLING DEPARTMENT.
FOR BILLING QUESTIONS CALL: 760-749-3995, EXT. 3, BILLING.**

IF AT ANY TIME YOU SHOULD CHOOSE TO CANCEL OUR SERVICE, PLEASE CALL THE BILLING NUMBER ABOVE AND PROVIDE A DATE AND TIME FOR LIGHTWAVE TO REMOVE ITS EQUIPMENT. IF THE EQUIPMENT IS NOT RETURNED IN GOOD CONDITION, YOU WILL BE CHARGED FOR REASONABLE REPLACEMENT COSTS. _____ (initial)

BY SIGNING THIS AGREEMENT, I ACKNOWLEDGE THAT I HAVE READ, UNDERSTAND, AND AGREE TO ABIDE BY THE TERMS OF THE LIGHTWAVE BROADBAND SERVICE AGREEMENT WHICH INCLUDES THIS INSTALLATION AGREEMENT PLUS THE CUSTOMER AGREEMENT, THE PRIVACY POLICY, AND THE ACCEPTABLE USE POLICY AS POSTED ON OUR WEBSITE AT: <https://www.lightwavebroadband.net/support/white-papers/>

CUSTOMER'S SIGNATURE: _____ DATE: _____

INSTALLER'S SIGNATURE: _____ DATE: _____

A NOTE TO OUR CUSTOMERS: LIGHTWAVE WIRELESS INSTALLERS ARE NOT LICENSED BY THE STATE OF CALIFORNIA'S CONTRACTOR LICENSING BOARD.