

**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.

___ **Level 1: \$35.00 per month, burstable speeds**
Download Speed: up to 25.0mbps
Upload Speed: up to 5.0mbps

___ **Level 5: \$85.00 per month, burstable speeds**
Download Speed: up to 50.0mbps
Upload Speed: up to 15.0mbps

___ **Level 2: \$55.00 per month, burstable speeds**
Download Speed: up to 30.0mbps
Upload Speed: up to 10.0mbps

___ **Level 6: \$90.00 per month, burstable speeds**
Download Speed: up to 60.0mbps
Upload Speed: up to 15.0mbps

___ **Level 3: \$65.00 per month, burstable speeds**
Download Speed: up to 35.0mbps
Upload Speed: up to 10.0mbps

___ **Promo 7: \$99.00 per month, burstable speeds**
Download Speed: up to 100.0mbps
Upload Speed: up to 30.0mbps

___ **Level 4: \$75.00 per month, burstable speeds**
Download Speed: up to 40.0mbps
Upload Speed: up to 10.0mbps

___ **Premium Plus: \$150.00 per month, burstable**
Download Speed up to 150.0mbps
Upload Speed: up to 40.0mbps

Minimum: 15.0mbps down x 5.0mbps up

Minimum: 20.0mbps down x 10.0mbps up

Minimum: 25.0mbps down x 10.0mbps up

PLUS \$95 INSTALLATION FEE

INSTALLATION NOTES: Customers must purchase and maintain their own router. LIGHTWAVE provides CAT5e Ethernet cable up to 50 feet plus the antenna and power supply of which LIGHTWAVE retains ownership. Installation includes the programming of Customer's unit into the primary server. If Customer requires any additional installation preparation, 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.**

INSTALLATION REQUESTS AND/OR 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 ending on the same date of the following month. To avoid charges, cancellations must be received by LIGHTWAVE prior to the end of the Trial Period. **Customer will be emailed their first invoice on or before the end of the Trial Period with options for making payment.** Payment is due on a monthly basis within 14 days of receipt of the invoice.

FINAL MONTH'S SERVICE FEE:	\$ _____
INSTALLATION FEE:	\$ _____
\$15 OFF MONTHLY FOR ONE YEAR: (Not available with Special Offers or other discounts)	\$ _____
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**

IF YOU PREFER TO PAY BY CREDIT CARD, OUR ONLINE BILLPAY IS AVAILABLE ON OUR WEBSITE AT lightwavebroadband.net. YOUR ACCOUNT CAN BE SET FOR AUTOPAY BY CALLING THE BILLING DEPARTMENT AT 760-749-3995, EXT. 3, BILLING.

If at any time you would like 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.