

Service Contract

802 – 861 – 2491
www.WirelessVT.Com

1. THE SERVICE, DATES & FEES

- a) WirelessVT Solutions Inc. will connect your network, via wireless, to the internet. The term of this contract is 1 year from the date internet flows to your computer (in most cases, this is the installation date) unless you are a monthly subscriber, in which case the minimum term is 2 months. You will sign a form during installation indicating the actual beginning date of this contract.
- b) WirelessVT Solutions Inc. requires you to purchase equipment to link up to our network. Standard wireless equipment will not work. A Bridge ("The Box") and a Directional Antenna ("The Antenna") are required. Purchase Prices are subject to change. Appendix B lists all equipment and monthly charges for Full-Time residents while Appendix C lists all equipment and monthly charges for Part-Time residents. The exact cost of the Antenna will be determined by the type of Antenna installed on your premises as determined by the installer during installation. This equipment is yours to keep as long as your bill is up to date if you terminate the contract. It adheres to Wireless 802.11b Wi-Fi equipment standards, but is more powerful than commercially-available equipment. It will work with any other Wi-Fi equipment.
- c) You should only return this contract after you have checked our web site (<http://www.wirelessvt.com/greensboro.html>) and are sure you can see one of the Access Points listed. If you are unsure you are able to see one of the access points, you should call us to inquire about your situation. If you are unable to see one of the access points, fill out the form online to alert us of your interest and we will contact you when more access points are available.
- d) Customer will receive two @wirelessvt.net email accounts with this service free of charge, and a total of 100 MB of space. Customer is allowed up to two domain names free of charge to point to this web space, but purchasing of the domain names is extra. If the customer has their own domain name(s), business or personal, and chooses not to have wirelessvt.net email accounts, then the customer may have two POP email accounts (and unlimited pointers) free of charge. Customer will receive one FTP account for publishing web pages at customer's request. The web site does not include access to programming languages or databases. These features are available at an additional charge. Prices of additional fees are outlined in Section 9 of this contract.
- e) Customer agrees to abide by the Acceptable Usage Policy for both browsing the web and using the internet, and email and web site hosting. No inappropriate material may be hosted in your web space (inappropriate as defined in the AUP).
- f) WirelessVT Solutions Inc. will not block any ports for any legitimate applications, but may constrict bandwidth on certain ports to ensure Quality of Service to all customers on other ports. We will block Spam and Virus ports. WirelessVT Solutions Inc. does not guarantee any speed. The network is a shared one by all in the community and at times the network may slow down due to excessive use by many people. However, WirelessVT Solutions Inc. will not throttle bandwidth usage if it others are not using what is available.
- g) Customer agrees to have Anti-Virus software installed on their computer at all times. If your computer gets infected with a virus and attempts to infect others on the network, you are in violation of the AUP and your service will be suspended until the situation is corrected. You will not be reimbursed for time your computer is suspended while you resolve the situation. WirelessVT Solutions Inc. will install for free during installation of the wireless equipment a Free Anti-Virus software and a free software firewall (PC only, MAC and Unix must find their own solutions). Firewall software is best if you only have one computer. If you have multiple computers, you should purchase a hardware Firewall/Gateway.
- h) If customer has a wireless network, customer agrees to secure it such that neighbors cannot share their connection. Customers found to be sharing their connection will be terminated and are subject to the termination fees. If WirelessVT Solutions Inc. installs the wireless network during installation of the internet service, we will, free of charge, make sure the connection is secure. This internet connection is to be used by your household only***.

2. INSTALLATION AND SERVICES

- a) You hereby authorize WirelessVT Solutions Inc. and/or its authorized contractors to install an antenna, software, wiring and other customer premise equipment (the "CPE") at your home (the "Premises") necessary to provide WirelessVT Solutions Inc. Internet service (the "Services").
- b) Any custom installation work that you request, including placing cable carpet, through cabinets, through interior walls or inside molding, may require additional charges.
- c) WirelessVT Solutions Inc. will not be liable for any alterations to the Premises that result from the installation or removal of the Equipment, including, but not limited to, holes in walls, cable wiring or antenna mounting brackets.
- d) You warrant that you are at least 18 years of age and that you own the Premises, or have received permission from the owner of the Premises to make any changes to the Premises needed to install the Equipment and receive the Services. Additionally, it is your obligation to confirm that the placement of the antenna on the Premises is not in violation of any restrictive covenants, conditions or homeowners restrictions.
- e) You agree to allow WirelessVT Solutions Inc. or its contractors access to the Premises to perform installation, repair or maintenance services in support of the Services.
- f) WirelessVT Solutions Inc. may revise, modify or discontinue any or all aspects of the Services, including but not limited to service and Equipment prices, any applicable tariffs, and any terms of this Agreement.
- g) Notice to you of any revisions or modifications will consist of updating the terms on the WirelessVT Solutions Inc. web site (when available) or sending you an email.
- h) WirelessVT Solutions Inc. assumes no responsibility or liability for interruption of the Services.

3. PAYMENT TERMS

- a) WirelessVT Solutions Inc. will provide the Services to you subject to this Agreement, and you agree to pay for the Services when due by check, money order, money transfer, cash (US currency only), or Credit Card when available.
- b) Because installations can happen any time during the month, your first month of service may be prorated.
- c) Invoicing will be issued monthly. Invoices are mailed approximately 5 days before the beginning of the month for which the invoice refers. WirelessVT Solutions Inc. must have received your payment by the 15th of the month for your account to be considered current.



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- d) Minimum equipment charges are due with return of this contract. Minimum equipment is The Box and the least expensive Antenna. First month's service fee and remainder of the equipment charges are due upon completion of installation – your first bill will arrive a few days after installation.
- e) If you fail to pay all valid charges for the Services when due, WirelessVT Solutions Inc. may charge you interest on those charges as well as any insufficient funds charges.
- f) If you fail to pay any amounts owed to WirelessVT Solutions Inc. within 30 days, WirelessVT Solutions Inc. will have the absolute right to disconnect the Services without notice. Upon disconnect, you agree to immediately pay all amounts owed to WirelessVT Solutions Inc.
- g) If you overpay an invoice, you will not be refunded. The overpaid funds will go toward your next invoice. You may pay for your services in advance, but no discount is given.
- h) You may request electronic invoicing, fax invoicing, or paper invoicing. If none is specified, paper invoicing will be used.
- i) At this time, this service is not subject to taxes. However, if that law changes, WirelessVT Solutions Inc. will be required to adjust your monthly fee for service. This will happen immediately upon effective date of such law and does not constitute a breach of this contract.
- j) At this time, WirelessVT Solutions Inc. does not accept credit cards, however that is expected to change in the near future. When that happens, you may request automatic Credit Card use for monthly payments.

4. TERM AND TERMINATION; TERMINATION FEE; CANCELLATION

- a) This Agreement will have a twelve (12) month initial Term for Full-Time Residents.
- b) At the end of the initial Term, this Agreement will automatically renew for successive one-month periods unless you advise WirelessVT Solutions Inc. in writing that you wish to cancel our Services. Written notice must be 60 days prior to cancellation, or you must notify us of an approximate cancellation date when signing up for our service (for those part-time residents requesting service for less than 60 days).
- c) If you terminate this Agreement before the end of the initial Term, you agree to pay WirelessVT Solutions Inc. a termination fee of \$100.00.
- d) If you move out of the Premises prior to the conclusion of the initial Term, WirelessVT Solutions Inc. may terminate this Agreement and disconnect the Services and you will be liable for the Termination Fee. However, if you move to another location that has WirelessVT Solutions Inc. services available and wish to continue your contract at that location, the termination fee is not applicable and the contract continues.
- e) If you move to another location and continue your contract, if you move your equipment to the new location, there will be an installation fee of \$50.00. If you leave your equipment, you will be charged for new equipment at your new location, as outlined in Appendix B or C.
- f) Once a contract is terminated for any reason, any email or files residing on WirelessVT Solutions Inc. servers may be deleted. It is the responsibility of the customer to ensure they have any files that are important before termination. There will be file-recovery fees as follows if we need to restore backups to retrieve your files: \$50.00 for recovery within 30 days of termination, \$100 for recovery between 30 and 60 days of termination, and \$200 for any recovery after 60 days, however, WirelessVT Solutions Inc. makes no guarantee that files will be recoverable after 60 days. You will be told if your files are recoverable or not before making the decision to recover.
- g) Once termination has occurred for any reason, if you wish to have our service again, there will be an activation fee equivalent to one month's service fee. If you have removed the equipment from your premises and require reinstallation, there will be a \$50.00 setup fee. If you no longer have the equipment, you will have to purchase new equipment and there will be an additional \$50.00 setup fee if you terminated in the initial term. If you cancelled according to the proper procedures of this section, you will be treated as a new customer and afforded all of the benefits of a new customer.

5. LIMITED WARRANTY, SERVICE AND REPAIRS

- a) WirelessVT Solutions Inc. will provide limited parts and labor warranty for the Equipment and the installation thereof during the initial Term.
- b) This warranty excludes any damage resulting from abuse or negligence, or Acts of God, as determined solely by WirelessVT Solutions Inc.
- c) This warranty is in lieu of all other warranties, express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.
- d) While the equipment is yours, WirelessVT Solutions Inc. will setup a username and password on your equipment as well as configure it. For support purposes, our team of support personnel will retain the username and password if you need assistance. Furthermore, you will not be provided the password. If you terminate or cancel service with us, you will be able to push the reset button on the box and gain complete control of the equipment while at the same time locking us out of the equipment.
- e) If WirelessVT Solutions Inc. damages the Premises during the Services installation, WirelessVT Solutions Inc. will compensate the owner of the Premises for reasonable, actual and documented costs of necessary repair, not to exceed \$500.
- f) WirelessVT Solutions Inc. will sometimes hire subcontractors and independent contractors to perform all aspects of installation and repairs of the broadband system. WirelessVT Solutions Inc. is not liable for any death, injury or damages, which may or does result from the work performed by these subcontractors and independent contractors.
- g) This warranty does not cover any non-essential equipment purchased through WirelessVT Solutions Inc. for your internal network such as Gateways, Routers & Firewalls. That equipment comes with its' own warranty and it is the responsibility of the customer to register the warranty with the appropriate manufacturer.
- h) The WirelessVT Solutions Inc. support center is available 8:30 AM to 7:30 PM Monday through Friday, Noon – 5:00 PM Saturday and Sunday.
- i) WirelessVT Solutions Inc. has Computer Support Specialists ("CSS") on staff as well as Internet Support Specialists ("ISS"). If your computer is unable to access the internet, our ISS staff will assist you. After verifying that our support center is able to talk to The Box, if it is determined that your internet connection is up and stable and the problem is with your computer, the ISS will walk you through some procedures to attempt to correct the issue. If the issue is not resolved by these techniques, and the ISS has determined that the internet connection itself is not the issue, then you will be given the option to proceed with a CSS to solve the problem. However, any support by a CSS is not free of charge. Our CSS is available for \$20 per 15-minutes of assistance. This charge will appear on your next statement and by speaking with the



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CSS, you agree to pay the charges you incur. If you know the problem is with your computer and not the internet, please specify it to the ISS or you can call the PC support line directly. The CSS can assist you with anything, from printing issues to training on common applications. Each of our CSS employees have over a decade of technical support experience.

6. INTERNET ACCESS

- a) You hereby agree to abide by WirelessVT Solutions Inc.'s Acceptable Use Policy. The Policy is set forth in full on WirelessVT Solutions Inc.'s website at <http://www.wirelessvt.com/AUP.html>
- b) You access the materials on the Internet at your own risk.
- c) WirelessVT Solutions Inc. may deny you access to all or part of the Services without notice if you breach this Agreement, including, but not limited to, WirelessVT Solutions Inc.'s Acceptable Use Policy.
- d) You agree to comply with any bandwidth usage or other limitations on the Services set by WirelessVT Solutions Inc. in its sole discretion. If WirelessVT Solutions Inc. determines that you are exceeding bandwidth limits, you will be notified by mail and given 15 days to bring your usage within appropriate limits. If excessive use continues after the 15-day period, WirelessVT Solutions Inc. may take any action it deems necessary, including, but not limited to, terminating the Services, to ensure that your usage does not adversely affect WirelessVT Solutions Inc.'s ability to provide the Services to other customers. WirelessVT Solutions Inc. will notify you of any such action via mail or email.
- e) WirelessVT Solutions Inc.'s network gathers information about Internet usage such as the sites visited, session lengths, bit rates, and number of messages and bytes passed. WirelessVT Solutions Inc. uses this information in the aggregate. WirelessVT Solutions Inc. may use this information to anticipate and resolve problems with your service, or to identify, create and inform you of products and services that better meet your needs. WirelessVT Solutions Inc. will not use or disclose any personally identifiable information unless compelled by a court order or subpoena, you consent to the use or disclosure, or to WirelessVT Solutions Inc. broadband services and facilities.

7. LIMITATION OF LIABILITY

- a) NEITHER WIRELESSVT SOLUTIONS INC. NOR ITS SUBCONTRACTORS WILL BE LIABLE FOR ANY LOSS OF DATA OR DAMAGE TO HARDWARE THAT OCCURS DURING INSTALLATION OF OR ANY SERVICE PERFORMED ON YOUR COMPUTER IN SUPPORT OF WIRELESSVT SOLUTIONS INC.'S BROADBAND SERVICE. YOU AGREE THAT IT IS YOUR RESPONSIBILITY TO COMPLETELY BACKUP YOUR COMPUTER PRIOR TO INSTALLATION. YOU FURTHER AGREE THAT WIRELESSVT SOLUTIONS INC. AND/OR ITS SUBCONTRACTORS ARE NOT RESPONSIBLE FOR ANY PROBLEMS WITH YOUR COMPUTER FOLLOWING THE INSTALLATION OF OR ANY SUBSEQUENT SERVICE PERFORMED ON YOUR COMPUTER IN SUPPORT OF WIRELESSVT SOLUTIONS INC.'S BROADBAND SERVICE.
- b) UNDER NO CIRCUMSTANCES SHALL WIRELESSVT SOLUTIONS INC, ITS AFFILIATES OR ITS CONTRACTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES THAT RESULT IN ANY WAY FROM CUSTOMER'S (OR CUSTOMER'S CUSTOMERS' OR AUTHORIZED USERS') USE OF OR INABILITY TO USE THE SERVICE OR CUSTOMER'S (OR CUSTOMER'S CUSTOMERS' OR AUTHORIZED USERS') RELIANCE ON OR USE OF INFORMATION, SERVICES OR MERCHANDISE PROVIDED ON OR THROUGH THE SERVICE, OR THAT RESULT FROM MISTAKES, OMISSIONS, INTERRUPTIONS, DELETION OF FILES, ERRORS, DEFECTS, DELAYS IN OPERATION, OR TRANSMISSION, OR ANY FAILURE OF PERFORMANCE.
- c) YOUR EXCLUSIVE REMEDY FOR ANY AND ALL LOSSES RESULTING FROM THE INSTALLATION OF EQUIPMENT AND YOUR USE OF THE SERVICES, INCLUDING WIRELESSVT SOLUTIONS INC.'S OR ITS SUBCONTRACTOR'S NEGLIGENCE, WILL BE LIMITED TO FEES PAID TO WIRELESSVT SOLUTIONS INC. UP TO THE TIME THE DAMAGE IS DISCOVERED.
- d) IF CUSTOMER IS DISSATISFIED WITH THE SERVICE OR WITH ANY TERMS, CONDITIONS, RULES, POLICIES, GUIDELINES, OR PRACTICES OF WIRELESSVT SOLUTIONS INC IN OPERATING THE SERVICE, CUSTOMER'S SOLE AND EXCLUSIVE REMEDY IS TO TERMINATE THIS AGREEMENT IN ACCORDANCE WITH SECTION 4 ABOVE AND DISCONTINUE USING THE SERVICE.
- e) THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER WIRELESSVT SOLUTIONS INC. NOR ITS AFFILIATES WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE OR THAT ANY INFORMATION, SOFTWARE OR OTHER MATERIAL ACCESSIBLE ON THE SERVICES ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS.
- f) WIRELESSVT SOLUTIONS INC., ITS AFFILIATES AND ITS SUBCONTRACTORS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY NATURE, INCLUDING PERSONAL INJURIES, PROPERTY DAMAGE OR LOSS OF BUSINESS, THAT RESULT IN ANY WAY FROM YOUR USE OF OR INABILITY TO USE THE SERVICES OR TO ACCESS THE INTERNET OR ANY PART THEREOF, OR YOUR RELIANCE ON OR USE OF OFFERS, CLAIMS, REPRESENTATIONS, PROMOTIONS AND TRANSACTIONS, INFORMATION, SERVICES OR MERCHANDISE PROVIDED ON OR THROUGH THE INTERNET OR THE SERVICES, OR THAT RESULT FROM MISTAKES, OMISSIONS, INTERRUPTIONS, DELETIONS OF FILES, ERRORS, DEFECTS, DELAYS IN OPERATION, TRANSMISSION OR ANY FAILURE OF PERFORMANCE.
- g) YOU AGREE TO INDEMNIFY, DEFEND AND HOLD WIRELESSVT SOLUTIONS INC., ITS AFFILIATES AND SUBCONTRACTORS HARMLESS FROM ANY CLAIMS MADE BY THIRD PARTIES ARISING OUT OF THE USE OF THE EQUIPMENT AND/OR SERVICES BY YOU OR ANY AUTHORIZED USER OF YOUR ACCOUNT, INCLUDING THE PLACEMENT OR TRANSMISSION OF ANY MESSAGE, INFORMATION, SOFTWARE OR OTHER MATERIALS ON THE INTERNET
- h) THESE LIMITATIONS ON LIABILITY AND INDEMNIFICATION PROVISIONS INURE TO THE BENEFIT OF AND APPLY TO :(1) ANY SUCCESSOR TO WIRELESSVT SOLUTIONS INC. BUSINESS BY WAY OF MERGER, PURCHASE OF ASSETS, OR OPERATION OF LAW; AND (2) ANY SUBCONTRACTOR PERFORMING WORK ON BEHALF OF WIRELESSVT SOLUTIONS INC.
- i) IT IS THE RESPONSIBILITY OF THE CUSTOMER TO SECURE AND PROTECT THEIR DATA. WIRELESSVT SOLUTIONS INC HAS MADE AVAILABLE TO ALL OF ITS CUSTOMERS FREE ANTIVIRUS SOFTWARE AS WELL AS FREE FIREWALL SOFTWARE. WIRELESSVT SOLUTIONS INC DOES NOT GUARANTEE THE EFFECTIVENESS OF THESE FREE PRODUCTS AND IS NOT LIABLE IF THEY FAIL



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8. LAW AND JURISDICTION

- a) In the event that any portion of this Agreement is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties and the remainder of the provisions shall remain in full force and effect.
- b) WirelessVT SOLUTIONS INC's failure to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any provision or right. Neither the course of conduct between parties nor trade practice shall act to modify any provision of this Agreement.
- c) This Agreement constitutes the entire agreement between Customer and WirelessVT with respect to the Service.
- d) Notice to the parties of disputes arising under this agreement shall be sent by certified mail to the Customer to the address shown on the most recent invoice. All other notices may be sent by regular mail.
- e) I understand and agree that the laws of the State of Vermont govern this Agreement and my WIRELESSVT SOLUTIONS INC account. I expressly agree that exclusive jurisdiction for any claim or dispute with WIRELESSVT SOLUTIONS INC or relating in any way to my account or my use of WIRELESSVT SOLUTIONS INC services resides in the courts of Burlington, Chittenden County, Vermont. I further agree and expressly consent to the exercise of personal jurisdiction in the courts of Burlington, Chittenden County, Vermont in connection with any such dispute, including any claim involving WIRELESSVT SOLUTIONS INC or its affiliates, subsidiaries, employees, contractors, officers, or directors. Any cause of action Customer may have with respect to the Service must be commenced within one (1) year after the claim or cause of action arises or such claim or cause of action is barred.

9. CONTACTING WIRELESSVT SOLUTIONS INC.

- a) This contract should be mailed to the Sales and Support Office:

WirelessVT Solutions Inc
174 Killarney Drive
Burlington, VT 05408

For an ISS Technician, 802 – 861 – 2491 or support@wirelessvt.com
For a CSS Technician, 802 – 658 – 3142 or CSSsupport@wirelessvt.com

- b) Payments should be mailed to the Billing Office:

WirelessVT Solutions Inc.
174 Killarney Drive
Burlington, VT 05408

For inquiries about your bill, 802 – 658 – 3142 or billing@wirelessvt.com

10. PRICING

All prices are approximate. We purchase the additional electronic equipment (such as the Firewalls, Gateways, and Network Cards) from BestBuy, Staples or Circuit City the week of installation. You are charged the exact amount we are charged. These prices are subject to change at any time.

- a) 1-Year under contract monthly service costs \$40 per month.
- b) Part-time month-to-month service costs \$60 per month.
- c) The Box costs \$115.00 with a Contract, \$150.00 for a replacement.
- d) Antennas cost between \$40 and \$50 each.
- e) Installation is \$35.00 one-time fee for "The Box" and one antenna.
- f) A Software Firewall is Free.
- g) Firewall / Gateways are between \$35 and \$60 each.
- h) Firewall / Gateway / Access Points are between \$50 and \$90 each for G, B are no longer used.
- i) Network Cards: B are between \$40 and \$70. G are between \$50 and \$90. Airport Extremes are about \$125 and are G.
- j) Service, support, wiring and training are \$20 per 15 minutes, which includes any work done outside of the free installation.
- k) Additional Email addresses are \$3.00 per address per month.
- l) Additional web space is \$10 per 100 MB per month.
- m) Domain names are \$15 per name per year (.com, .net and .org domains, other names will vary in price).
- n) VoIP service is ~\$20 per month for 500 USA and Canada minutes or ~\$30 per month for unlimited USA & Canada calling.
- o) If the "Antenna" needs to be more than 10' from "The Box", you will be charged approximately \$2 per foot of cable beyond 10'.
- p) If any additional equipment is needed, such as a pole or stand to extend the distance above your roofline or to independently mount the antenna away from the house, additional supply charges and labor will be added to your bill. However, the technician will give you an estimate of the cost and get your consent before any work begins. Labor is \$20 per 15-minutes and materials are whatever it costs to purchase it locally.

*** Certain customers may use the connection in multiple buildings. Any such use must be pre-approved by WirelessVT Solutions Inc. Rates will differ for these customers than what is listed above.



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APPENDIX A – CUSTOMER CONTRACT INFORMATION FORM

Please fill out this form, as well as Appendix B or C, whichever is applicable, and mail them along with your payment to the address specified on page 4, section 9a specified in the contract. All fields below are required.

Your Name

Your Physical Address
(where service will be installed)

Your Mailing Address
(for bills and information)

Number of Computers (initially)

Your Phone Number (at your physical address)

Another Phone Number (if you have another location where you spend parts of the year)

Email addresses you want (2 free)
(or put N/A if you have your own domain or don't want email from us)

@ wirelessvt.net
@ wirelessvt.net
@ wirelessvt.net
@ wirelessvt.net

An email account where we can contact you
(put N/A if you don't have one)



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APPENDIX B – ALL YEAR SERVICE

WirelessVT Solutions Inc. requires a minimum purchase of The Box and The Antenna. All other equipment is optional. For WirelessVT Solutions Inc. to schedule you for installation as a customer, we require this appendix signed, appendix A completed, and a check for the amount of **\$150.00**. The rest of the items listed are for reference and to give us an idea of how many to bring on the day of installation. Please indicate if, at this time, you would like any of the other items. You are not committing to purchase these items by circling them on this form. If you do decide to have them installed, their purchase price will appear on your first bill.

Circle YES in only one of D, E or F, circle NO for the others.

A Antenna	\$40.00 - \$50.00
B The Box	\$115.00
C Installation	\$35.00
D I would like a Software Firewall (for 1 PC):	Yes / No
E I would like a Firewall / Gateway for my Network:	Yes / No
F I would like a Firewall / Gateway for my network and need a Wireless Access Point as well:	No / Yes, and it should be: B / G
G I would like Voice-over-IP (VoIP) service from:	WirelessVT Solutions Inc. Vonage / Other / None
H I require Wireless Cards for my Computers:	Item Qty Laptop Card (PC) USB "G" (PC) USB "B" (PC) AirPort (Mac)
I I need you to also install the cards above:	Yes / No
J I require Additional Support because my computer is having problems:	Yes / No
K I require Additional Wiring because my computers aren't networked:	Yes / No
L I require Additional Email Addresses:	No / Yes, and they are _____ _____ _____
M I require additional Web Space:	No / Yes, _____ MB
N I require Domain Names I'd like you to Purchase:	No / Yes, and they are _____ _____
O I require training on my Computer:	Yes / No

I hereby confirm that I wish to have Broadband Internet Service provided by WirelessVT Solutions Inc. and agree to pay for any additional equipment I ask to be installed during installation, agree to pay for any additional service I request during installation, and agree to pay for any service I receive from a CSS via technical support. Furthermore, I agree to adhere to the AUP when using the service, and will not abuse my internet privileges. Enclosed is a check for the amount of **\$150.00**. My monthly fee will be \$40.00 per month. I am agreeing to the 1-year term and understand any termination fees I will incur if I break this contract. Finally, I have read and understand the rules of the contract and agree to it.

Customer Signature

Date





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APPENDIX C – PART TIME SERVICE

WirelessVT Solutions Inc. requires a minimum purchase of The Box and The Antenna. All other equipment is optional. For WirelessVT Solutions Inc. to schedule you for installation as a customer, we require this appendix signed, appendix A completed, and a check for the amount of **\$150.00**. The rest of the items listed are for reference and to give us an idea of how many to bring on the installation call. Please indicate if, at this time, you would like any of the other items. You are not committing to purchase these items by circling them on this form. If you do decide to have them installed, their purchase price will appear on your first bill.

Circle YES in only one of D, E or F, circle NO for the others.

A Antenna	\$40.00 - \$50.00										
B The Box	\$115.00										
C Installation	\$35.00										
D I would like a Software Firewall (for 1 PC):	Yes / No										
E I would like a Firewall / Gateway for my Network:	Yes / No										
F I would like a Firewall / Gateway for my network and need a Wireless Access Point as well:	No / Yes, and it should be: B / G										
G I would like Voice-over-IP (VoIP) service from:	WirelessVT Solutions Inc. Vonage / Other / None										
H I require Wireless Cards for my Computers:	<table border="1"> <thead> <tr> <th>Item</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>Laptop Card (PC)</td> <td></td> </tr> <tr> <td>USB "G" (PC)</td> <td></td> </tr> <tr> <td>USB "B" (PC)</td> <td></td> </tr> <tr> <td>AirPort (Mac)</td> <td></td> </tr> </tbody> </table>	Item	Qty	Laptop Card (PC)		USB "G" (PC)		USB "B" (PC)		AirPort (Mac)	
Item	Qty										
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J I require Additional Support because my computer is having problems:	Yes / No										
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L I require Additional Email Addresses:	No / Yes, and they are _____ _____ _____										
M I require additional Web Space:	No / Yes, _____ MB										
N I require Domain Names I'd like you to Purchase:	No / Yes, and they are _____ _____										
O I require training on my Computer:	Yes / No										

I hereby confirm that I wish to have Broadband Internet Service provided by WirelessVT Solutions Inc. and agree to pay for any additional equipment I ask to be installed during installation, agree to pay for any additional service I request during installation, and agree to pay for any service I receive from a CSS via technical support. Furthermore, I agree to adhere to the AUP when using the service, and will not abuse my internet privileges. Enclosed is a check for the amount of **\$150.00**. My monthly fee will be \$60.00 per month. I am agreeing to the 60-day minimum notice for termination and understand the fees I will incur if I do not follow the rules set fourth in the termination section of this contract. I understand that I will not have to go through re-installation if I want the service next year, but there will be an activation fee. Finally, I have read and understand the rules of the contract and agree to it.

Customer Signature

Date

