

FIVE AREA SYSTEMS, LLC

Managed Wi-Fi Service Agreement

Wi-Fi Coverage

Using the 2.4 Ghz (802.11n) and 5 Ghz (802.11xx) Wi-Fi allows for better coverage of homes with faster speeds to your wireless devices than a standard router. Plus, one of our skilled technicians will configure your Wi-Fi, making sure it is installed properly.

The term of this agreement is month-to-month, and will begin the day your router is configured. The term will automatically renew on the first of each month unless the router is returned to Five Area Systems.

Customer agrees to pay a one-time Setup Charge* of \$49.00 and a monthly fee throughout the term of this agreement. If Managed Wi-Fi is ordered with a new installation, Five Area Systems will install the router. If Managed Wi-Fi is being added to an existing account, the router can be picked up from Five Area Systems or an agreed upon location.

If the router goes bad for any reason, it must be returned to Five Area Systems for a replacement. Additional charges may apply if Customer requests an on-site visit. All equipment provided by Five Area Systems, will at all times remain the property of Five Area Systems. Customer may not sell, transfer, lease or encumber the Five Area Systems Managed Wi-Fi Equipment to any third party.

Managed Wi-Fi Available in Conjunction with Internet Service

Internet with **BASIC** Managed Wi-Fi (Account Management and Wireless Router): \$8.95 per month in addition to your monthly internet service. Requires a \$50.00 deposit.

Internet with **DELUXE** Managed Wi-Fi (Account Management and U6 Wireless Router): \$11.95 per month in addition to your monthly internet service. Requires a \$50.00 deposit.

With regard to such equipment, Customer agrees to:

1. Use the equipment only for the purpose of a managed router service for a Five Area Systems internet service account. This router cannot be used with any other internet service provider or for any other purpose.
2. Keep the Wi-Fi password secure and only available for use within the immediate household or business that is subscribing to both Five Area Systems internet service and Managed Wi-Fi.
3. Prevent all unauthorized connections or use of the Managed Wi-Fi.
4. Prevent tampering, altering or repair of the equipment by any person other than agents of Five Area Systems.
5. Assume complete responsibility for improper use, damage or loss of such equipment regardless of cause.
6. Authorize agents of Five Area Systems to remotely access and manage the router on customer's behalf.
7. Authorize agents of Five Area Systems to remotely access and manage parental controls at the customer's request:
 - a. **UNLIMITED Remote Support** is offered during normal support hours. After hours Remote Support may or may not be available.
8. Return Equipment:
 - a. If Customer's service is terminated or cancelled (for whatever reason), unless Five Area Systems expresses otherwise in writing, Customer agrees that he/she no longer has the right to keep or use the equipment and must promptly return it to Five Area Systems in the same condition as when received. Ordinary wear and tear is expected. Failure of Five Area Systems to remove the equipment does not mean that Five Area Systems has abandoned the equipment. Five Area Systems may continue to charge Customer a monthly service fee every month until any remaining equipment is returned, collected by Five Area Systems or fully paid for by Customer.

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b. To grant reasonable access to agents of Five Area Systems to service, replace and retrieve said equipment.

c. To return the equipment in good condition within 10 days of disconnecting internet service with Five Area Systems. In the event all of the equipment is not returned to Five Area Systems in good condition, Customer agrees to pay an "Unreturned Equipment Fee" Wireless Router not returned. You agree that any other fees may automatically be charged to your account and you agree to pay such fees (See 10 a).

d. The return location is: Five Area Systems, 302 Uvalde St., Muleshoe, Texas 79347

9. Payment and Charges:

I agree that if my account with Five Area Systems is past due, Five Area Systems may terminate all services, including internet service, in accordance with applicable law. If I have a credit due to me or a deposit is being held on any account with Five Area Systems, I agree that the credit or deposit may be used to offset amounts past due on any other account I may have with Five Area Systems without notice to me. To reconnect any terminated services, I may be required, in addition to payment of all outstanding balances on all accounts with Five Area Systems, to pay reconnect charges or other charges (where applicable) and/or security deposits before reconnection.

10. Equipment Deposit:

a. We require an advance security deposit for Managed Wi-Fi Equipment. Upon determination solely by Five Area Systems of satisfactory payment, Five Area Systems may begin refunding of deposits through bill credits.

\$50 Security Deposit
(Giga Center)

\$50 Security Deposit
(U4 Giga Spire)

\$50 Security Deposit
(U6 Giga Spire)

* \$49 Setup Charge (Currently Waived)

Customer acknowledges receipt of a Five Area Systems Wireless Router and agrees to pay all charges mentioned in this agreement. I understand and agree to abide by the terms and conditions stated in this agreement. This agreement is subject to change. An updated copy can be found at www.fivearea.com.

Customer

Signature: _____

Date of Contract: _____

Customer Contact Number: (_____) _____

Billing Telephone or Account Number: _____

Billing Name: _____

Physical Address of Router: _____

FSAN Number: _____

Router Product Number: _____

Personal SSID: _____ (last name, case sensitive)

Wi-Fi Password: _____ (minimum of 8 characters, case sensitive)

PLACE STICKER BELOW: