

iGo Managed Home Wi-Fi Policy

GENERAL INFORMATION

Managed Home Wi-Fi is a valuable support service offered by iGo Technology, Inc. The monthly cost is \$12.95 per month (minimum of (6) month contract). The Managed Home Wi-Fi service consists of customers being able to call the iGo support staff and request call-based assistance with the following items:

- A. Changes or updates to a router or a GigaCenter. (Fiber Customers – Calix GigaCenter) (Wireless Customers – Wireless Router) An example of these changes or updates would be selecting a new network name (SSID), network password, or by verifying your network is running clean with no wireless interference, which could involve a frequency adjustment by the technician. All these items are optimal for ensuring the best experience for your connected devices and enhancing the security of your network.
- B. Call-based **connectivity** assistance with the customer owned PC's, Tablets, Phones, Smart TV's, or other Video Streaming devices.
- C. Should the call-based assistance not be successful, a technician can be dispatched to the customers location. This support package includes one FREE technician visit (minimum of one hour) per year to assist with **connectivity of your home devices to your router only**.

RESTRICTIONS

This service is ***call-based*** only and applies to the items discussed in the "General Information" section. This is **NOT** an onsite maintenance policy. This service **does not** include and is not limited to the following:

- A. Troubleshooting customer-owned equipment (PC's, TV's Tablets, Phones etc.) - other than network connectivity.
- B. Scanning or cleaning malware on customer devices.
- C. Installing any type of software other than what might be directed by the iGo technician involving supporting the router.
- D. Unpaid visit(s) from an iGo technician.
- E. This policy does **not** cover any cabling from the router to the outside of the home. (Cables of any type that may have been damaged by any means.)

_____ Yes, I accept this support service offered by iGo Technology, Inc.
I have read and understand the terms of this agreement.

_____ No, I decline this support service offered by iGo Technology, Inc.

Customer Signature: _____ Date: _____