



1095 Plaza Drive
Grundy, Virginia 24614
Voice (276) 935-8307
FAX (276) 935-5899
<http://www.igotechnology.com>

INSTALLATION PROCEDURE Customer Satisfaction

- 1) Our Installation Technician will inform the client as to the direction the antenna needs to be pointed.
- 2) The technician will then ask the client where he or she would prefer the antenna to be mounted.
- 3) The technician will check for signal strength at that location.
- 4) After a location for the antenna is determined to be satisfactory for the client and signal strength, the antenna will be mounted. If the antenna location where optimal signal is achieved is undesirable to the customer, the installation will be terminated.
- 5) The technician will explain that the cable will enter the home and plug into a small POE (Power Over Ethernet) unit, then to the **client's router** (If the client does not have a router, our technician has basic routers in their inventory for sale to the client).
- 6) Both parties will discuss the cabling route from the antenna to the home and where the cable will enter the home.
- 7) Once the client agrees as to the routing of the cable and the manner in which the cable shall enter the home, the technician will run said cable.
- 8) Upon completion, the client should examine the installation and location of equipment to determine it was completed per the agreed upon parameters.
- 9) The technician will verify internet functionality.
- 10) The technician will discuss with the customer that in the event that trees or foliage block the wireless signal after the initial install, **it is the responsibility of the customer** to ensure that a clear line of sight is maintained between the wireless antenna and the access point on the tower. If iGo Technology, Inc. must send a technician to move or replace the antenna after the initial install **the customer will be billed for a service call.**
- 11) The installation process is complete once the technician is able to obtain internet functionality from the POE unit. Any additional work which the client wishes to be performed beyond the normal installation will be a separate billable service and may have to be scheduled for a different time.
- 12) If the equipment should need to be moved for any reason, iGo Technology requires 30 days' notice. There will be a charge for moving the equipment at our standard hourly rate.
- 13) iGo will by default communicate with you via the email address you provide for billing, network outages/restoration etc. Should you not want email communication you will need to notify our office and inform them you do not want email communication.

I have read the Installation Procedure outline. The technician has answered any questions I have pertaining to the installation. I have inspected the installation and the job was done to my satisfaction.

SIGNATURE _____

DATE _____



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By signing below you acknowledge that you have received our information packet and have been informed of the Internet Access Agreement and Acceptable Use Policy on our website. Please understand that you are required to comply with the rules and regulations set forth in the Internet Access Agreement and Acceptable Use Policy from iGo Technology, Inc.

Customer Signature

Date



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Please reference the Internet Access Agreement and Acceptable Use Policy on our website. These agreements contain important information that you need to be aware of while using iGo Technology, Inc. service. iGo Technology, Inc. reserves the right to make additions or changes to the Internet Access Agreement and Acceptable Use Policy. Please review these documents from time to time to stay current with updated information.

In the event that trees or foliage block the wireless signal after the initial install, **it is the responsibility of the customer** to insure that a clear line of sight is maintained between the wireless antenna and the access point on the tower. If iGo Technology, Inc. must send a technician to move or replace the antenna after the initial install **the customer will be billed for a service call.**

In the event you cancel service, you must first contact iGo Technology, Inc. and arrange for equipment to be collected from your property (POE & Power Supply – inside, Antenna & Bracket – outside). Any equipment covered under the standard installation belongs to iGo Technology, Inc. and is loaned to you as long as your service is active. Any equipment that iGo Technology, Inc. is unable to obtain will be charged to you at replacement cost.

If you are a student and will be leaving for the summer with plans to return in the fall please contact our office to discuss your options. We can inactivate your service until you return to prevent you from paying for service while you are away. **If you do not contact us your service will remain active and you will be responsible for any charges incurred during the summer.**

Moving Fee: if the equipment should need to be moved for any reason, iGo Technology, Inc. requires **30 day notice**. There will be a charge for moving the equipment at our standard hourly rate.

Early Termination Fee of \$120 if service is cancelled before the One Year Agreement is reached.

There is a **\$25.00 service charge** on all returned checks.

Visit <http://www.igotechnology.com> and click the Residential tab to locate and view the Internet Access Agreement and Acceptable Use Policy.



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NOTIFICATION OF CHANGES TO THIS POLICY

iGo Technology, Inc. reserves the right to modify this Notice at any time. If we change our CPNI Policy, we will post those changes on <http://www.igotechnology.com>. If you find the changes unacceptable, you have the right to cancel your Services. If you continue to use your Services after receiving notice of such changes, we will consider that as your acceptance of the changes.

Notice and Policy Effective 3/1/2019