

iGo Managed Home WiFi Policy

Updated 4/17/19

GENERAL INFORMATION

Managed Home WiFi is a valuable support service offering by iGo Technology, Inc. The monthly cost is \$12.95 per month (minimum (6) month contract). The Managed Home WiFi 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 (Fiber Customers – Calix GigaCenter) (Wireless Customers – Wireless Router). An example of these items would be to change your network name (SSID), network password or verify your network is running clean with no wireless interference which could involve a frequency adjustment by the technician. All these items being optimal ensure the best experience for your connected devices and enhance security of your network.
- B) Call-based connectivity assistance with customer owned Smart TV's or streaming devices.
- C) Call-based connectivity assistance with customer owned PC's, tablets, phones.
- D) Should the assistance call not be successful, a technician can be dispatched to the customer location. This support package includes (1) FREE technician visit per year for (1) hour to address "connectivity only" of devices within the home. After the FREE yearly visit a reduced charge of \$35.00 per hour will apply when a technician is in your area. Should a "special" trip be warranted additional fees will be applied.

RESTRICTIONS

This service is **call-based** and only applies to the items discussed in the "General Information" section. The service does not include the following but is not limited to:

- 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.

Customer Signature: _____

Date: _____