

**LIGHTWAVE WIRELESS
WIRELESS HIGH SPEED INTERNET SERVICE
INSTALLATION AGREEMENT**



CUSTOMER INFORMATION:

Name: _____ Invoicing Email: _____
Address 1: _____ Phone(s): _____
Mailing 2: _____ Access Point: _____
City/State/Zip: _____ Installation Date: _____
Duration of Agreement: **Month-to-Month** Modem: _____

RESIDENTIAL SERVICE LEVELS: (customer please initial)

___ Level 1: \$35.00 per month Download Speed: up to 1.5mbps Upload Speed: up to 1.0mbps	___ Level 5: \$85.00 per month Download Speed: up to 25.0mbps Upload Speed: up to 3.0mbps
___ Level 2: \$55.00 per month Download Speed: up to 4.0mbps Upload Speed: up to 1.0mbps	___ Level 6: \$90.00 per month Download Speed: up to 30.0mbps Upload Speed: up to 10.0mbps
___ Level 3: \$65.00 per month Download Speed: up to 8.0mbps Upload Speed: up to 2.0mbps	___ Level 7: \$120.00 per month Download Speed: up to 35.0mbps Upload Speed: up to 15.0mbps
___ Level 4: \$75.00 per month Download Speed: up to 15.0mbps Upload Speed: up to 2.0mbps	___ Platinum Business Level: Designed for your Business Needs

PLUS \$120 INSTALLATION FEE FOR EACH RESIDENTIAL SERVICE LEVEL

INSTALLATION NOTES: Installation includes equipment, CAT5e Ethernet cable of 50 feet, and general activation. General activation is defined as the programming of Customer's unit into the primary server. If Customer requires any additional programming or Ethernet cable length greater than 50 feet, etc., there will be additional charges. These additional charges will be discussed in advance with Customer and must be written below and approved by Customer's signature. **NOTE: LIGHTWAVE'S High-Speed Internet Service requires a clear line of sight.** Please consider this when landscaping or building on your property.

INSTALLATION REQUESTS AND SPECIAL REQUIREMENTS: _____

MODIFICATIONS OF AGREEMENT: _____

ADDITIONAL SERVICE EQUIPMENT REQUIRED: _____

COST OF ADDITIONAL SERVICE EQUIPMENT: \$ _____

CUSTOMER SIGNATURE _____

DATE

TWO WEEK TRIAL PERIOD: YOUR TRIAL PERIOD ENDS ON _____.
All residential Customers, excluding business customers, are entitled to a two week Free Trial Period commencing on the Installation date. Cancellation during the Trial Period will result in no charges. All cancellations must be in writing and received by LIGHTWAVE prior to the end of the Trial Period. **At the end of the Trial Period, if Customer chooses to continue the Service, payment becomes due immediately for the Installation Fee, the Final Month's Service, and any Additional Equipment Costs.** Balance due will be subject to a service charge if not paid within fourteen (14) days.

FINAL MONTH'S SERVICE FEE: \$ _____
INSTALLATION FEE: \$ _____
ADDITIONAL EQUIPMENT COSTS: \$ _____
TOTAL FIRST PAYMENT \$ _____

UNLESS YOU CANCEL THIS AGREEMENT, YOUR TOTAL FIRST PAYMENT OF \$ _____ BECOMES DUE ON _____.

LIGHTWAVE REQUESTS PAYMENT WITHIN 14 DAYS. PLEASE MAIL CHECKS TO:

**Lightwave Broadband LLC
P.O. Box 3008
Valley Center, California 92082**

**TO PAY BY CREDIT CARD, CONTACT OUR BILLING DEPARTMENT OR PAY ONLINE.
FOR BILLING QUESTIONS CALL: 760-749-3995, BILLING.**

IF AT ANY TIME YOU SHOULD CHOOSE TO CANCEL OUR SERVICE, PLEASE MAIL A WRITTEN CANCELANATION NOTICE TO THE ADDRESS BELOW AND PROVIDE A DATE AND TIME FOR LIGHTWAVE TO REMOVE ITS EQUIPMENT. IF THE EQUIPMENT IS NOT RETURNED IN GOOD CONDITION, YOU WILL BE CHARGED FOR REASONABLE REPLACEMENT COSTS. _____ (initial)

BY SIGNING THIS AGREEMENT, I ACKNOWLEDGE THAT I HAVE READ AND AGREE TO ABIDE BY THE TERMS OF THE LIGHTWAVE BROADBAND SERVICE AGREEMENT WHICH INCLUDES THE INSTALLATION AGREEMENT, THE CUSTOMER AGREEMENT, THE PRIVACY POLICY, AND THE ACCEPTABLE USE POLICY AS POSTED ON OUR WEBSITE AT: <http://www.lightwavewireless.net>.

CUSTOMER'S SIGNATURE: _____ DATE: _____

INSTALLER'S SIGNATURE: _____ DATE: _____

A NOTE TO OUR CUSTOMERS: LIGHTWAVE WIRELESS INSTALLERS ARE NOT LICENSED BY THE STATE OF CALIFORNIA'S CONTRACTOR LICENSING BOARD.