

Digitron Communications • Wireless Internet Services

Digitron Communications, Inc. (DCI)
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Customer Initials

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SERVICE AGREEMENT, CUSTOMER ORDER AND CREDIT CARD AUTHORIZATION FORM

Areas: Chatsworth Lake Manor, Box Canyon and Studio Road; Lobo, Triumfo and Latigo Canyons; Seminole Springs; Woosley Canyon Mobile Home Parks

General Information

I, the undersigned, have read and understand the [Digitron Acceptable Use Policy](#) (AUP) posted on the Digitron Wireless Internet Services web pages and I have read and understand the following information:

Weather, climate, terrain, buildings, trees, radio and television signals, etc. can and do have an effect on the availability and quality of wireless signals.

Installation requires an outdoor antenna, Cat5E network cable, POE indoor power supply and router (all equipment is property of Digitron). DCI cannot guarantee an indoor installation at any range.

For rented or leased location, landlord written authorization and consent is required and must be attached to this document.

Digitron (DCI) does not provide technical or other support for computers or computer networks and does not provide or install any computer related equipment with the exception of a DCI supplied broadband firewall/router.

Due to environmental conditions and bandwidth demand, Digitron does not guarantee minimum bandwidth speed. All broadband speeds indicated are synchronous.

A single workstation computer connection requires a 10/100 Ethernet network card (NIC) (not provided by DCI).

Customer computer must have a broadband firewall/router and current antivirus software. Digitron will supply a basic router at Customer's request for an additional \$25.00. Customer may use any router that meets DCI's specifications. If customer requires a wireless router for networking purposes an additional \$75.00 fee will apply if unit is supplied and installed by Digitron.

Digitron Wireless Internet Services, Costs and Conditions (place a ✓ in the appropriate boxes below):

A. RESIDENTIAL SERVICES PACKAGES (wireless Internet connection for residential use)

I. For Home personal use with up to 4 computers at same billing name and address.

Area A (Chatsworth Lake Manor, Box Canyon and Studio Road & Woosley Canyon Mobile Home Parks) - up to 1500 kbps, (average speed should be between 512 and 1000 kbps)

R4 - \$49.99/month - \$199.00 installation/activation, two (2) year commitment (Mobile home park only) Basic

R4nc - \$49.99/month - \$299.00 installation/activation, no commitment (Mobile home park only) Basic

Tier 1-550-1400Kbps-\$49.99 per month (no change from current pricing model)

Tier 2-1400-2000Kbps (1.4-2Mbps)-\$59.99 per month

Tier 3-2000-3000Kbps (2-3Mbps)-\$69.99 per month

Tier 4-3000-4000Kbps (3-4Mbps)-\$99.99 per month

Tier 5-Fixed bandwidth of 5000Kbps (5Mbps)\$149.99 per month

Area B (Lobo Canyon, Triumfo Canyon and Latigo Canyon) - up to 1500 kbps, (avg. speed should be between 512 and 1000 kbps)

RM - \$49.99/month - \$299 installation/activation, two (2) year commitment

RMnc - \$49.99/month - \$399 installation/activation, no commitment

Area C (Seminole Springs) - up to 1500 kbps, (average speed should be between 512 and 1000 kbps)

RM - \$49.99/month - \$249 installation/activation, two (2) year commitment (Mobile home park only)

RMnc - \$49.99/month - \$349 installation/activation, no commitment (Mobile home park only)

B. BUSINESS SERVICES PACKAGES (wireless Internet connection for business use) at same billing name and address

All Areas - up to 1500 kbps

B1 - \$99.99/month - \$299 installation/activation fee, two (2) year commitment (up to 5 workstations).

B2 - \$149.99/month - \$399 installation/activation fee, one (1) year commitment (up to 10 workstations).

Standard Installation/Activation Fee: Includes the required wireless equipment, including antenna, standard DBS mount arm, transceiver and cable necessary to provide a single wireless Internet connection. Does not include the supply and installation of a mast, external antenna or other non-standard equipment; installation of hardware or software on computer or labor to prepare computer(s) for Internet connectivity.

Termination

Normal termination: Deposit refunded upon cancellation of service and return of equipment to Digitron.

Early termination: Forfeiture of deposit (if applicable) plus fee of \$175.00 for cancellation of service before expiration of term with return of equipment to Digitron.

Digitron owned equipment must be returned to Digitron upon termination of service or an additional \$175.00 fee will apply.

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