



1-800-815-5570

Wireless Service Contract & Acceptable Use Policy

In signing this Acceptable Use Policy/Service Contract, the Client agrees to the following terms and conditions:

Service Package: _____

1. Installation charge is a one time fee. All supplied networking equipment excluding router is owned by AireNet.
2. Neither the equipment nor network service is transferable unless otherwise approved by AireNet.
3. Prepaid plans are non-refundable.
4. Installation fees are non-refundable after 30 days.
5. On Contracts, all service fees must be made PRIOR TO the service period (i.e. service for the month of June must be paid by May 31) by pre authorized payment only.
6. Reinstatement of service following a "termination of service" will carry with it a reconnection fee of \$100.
7. File sharing, file serving, or any other activity that consumes an inordinate amount of bandwidth is prohibited unless otherwise authorized by AireNet.
8. If a Client is consuming more than the allowed bandwidth, the Client agrees to cooperate with AireNet to eliminate the source of bandwidth drain or forfeit their service. AireNet service may be terminated at any time should the Client exceed the monthly total traffic.
9. Internet service and web space may not be shared or resold.
10. Explicit images and illegal material on web pages hosted by AireNet are prohibited.
11. The Client is responsible for all details of the Client's account, including passwords and usage.
12. Damages to AireNet owned equipment due to power surges or weather related circumstances are not covered by warranty (unless AireNet weather insurance is purchased). Service call fees are a minimum \$75 plus replacement equipment charge.
13. Equipment supplied by the Client is the responsibility of the Client. If a service call is required due to equipment not supplied by AireNet (i.e. router, cabling, switch, hub or computer) a minimum \$75 service fee will be charged.
14. AireNet is not liable for any personal or corporate loss due to a lack of connectivity to the Internet.
15. AireNet will only offer compensation for loss of connectivity, if the Client has been with out service for 7 consecutive days or more.
16. Returned charge backs on pre-authorized bank withdrawals are subject to a \$30 service charge.
17. Failure to comply with any of these terms and conditions may result in termination of service.
18. In the event of de-installation of equipment, AireNet will seal said equipment mounting holes in roofing material to the best of our ability. Upon completion of de-installation and sealing, AireNet will not be liable for any damages/discoloration or water leakage that may occur.
19. Landlord/Tenant - It is the responsibility of the Tenant to obtain permission from the Landlord for installation of AireNet equipment.
20. If a Client moves to a non-serviceable location before fulfillment of contract, any remainder left on contract is the responsibility of the Client.
21. If a Client moves to another location in AireNet service area, a move fee of \$199 will be charged. AireNet will waive the \$199 fee if a new 3 year contract is signed. Clients currently in a contract, must have been in said contract for a minimum of 12 months to enter into a new contract.
22. On pre-authorized payment, any amount owing on the account, will be debited on the next bill cycle. (ie: service calls, router etc.)
23. AireNet reserves the right to make changes to the terms and conditions of this agreement at any time.
24. **Early termination of this contract is subject to a \$25 per month service fee and allows AireNet access to the premises to retrieve equipment.** _____ (Customer Initials)
25. **The term of this contract is for ___ years with an install fee of \$_____.**
26. **This contract expires** _____, _____, _____. _____ (Customer Initials)
 (Month) (day) (year)

CUSTOMER PORTAL INFORMATION

Track your usage!

Keep track of your bandwidth usage easily through our Customer Portal- Simply go to our website www.airenet.com , click on "Customer Tools" and click the "Usage Stats/Customer Portal" link. Or alternatively, go to <https://portal.airenet.com>
Be aware that any type of video streaming consumes a lot of bandwidth. Ie: Netflix, Apple TV, etc.

Portal Login Information

Username (email address)

Password

Date

Name (Print)

Signature

Company Name (Print)