



## Post Installation: Agreement

Multiple installation options increase the chances of providing fixed-wireless internet service to rural areas where obtaining line-of-sight can be challenging due to tall trees and rolling hillsides. Therefore, we offer an option of installing the receiver on a post which provides the flexibility of identifying other locations on your property that might have the required line-of-sight between the receiver at your place and the transmitter on our tower.

### Pricing

- No additional cost for new customers
- \$50.00 for existing customers
  - The fee to existing customers is because service has already been installed and placing a post requires a second installation including the costs of more equipment, materials, and specifically labor.

### Particulars

- OnlineNW will provide all the equipment, materials, and labor necessary for installation.
- Customer is responsible for burying the cable.
  - We recommend at least ¾" conduit is trenched in from the post to where the service will be used. This provides added protection for the cable and makes the cable easy to replace should it fail.
  - If the cable is not buried and is damaged, the repair rate is \$75/hr.
  - OnlineNW is not responsible for any damages or injuries as a result of the post installation.
- Locates are required by law before digging. For this reason, we will not install a post until locates are completed.
  - Number to call for locates: Call Before You Dig 1.800.332.2344

**Support**

OnlineNW provides extensive remote customer service support that in most cases can prevent the need for an on-site service call. In order to quickly diagnose issues customer must agree to work with OnlineNW support team members, when necessary, to remotely troubleshoot service issues, such as power cycling equipment and verifying setup configurations. Truck rolls may incur Service Call Fees.

**Service Call Fees**

Customer will be financially responsible for service calls where issues are caused by customer actions; examples include, but are not limited to, unplugged equipment and cut cables. OnlineNW techs will make the final determination of responsible party. OnlineNW will make every attempt to remotely troubleshoot and fix issues in order to prevent a truck roll for a service call appointment.

Accepted by:

Printed \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_