

StarBand Installation Addendum

You have entered or are entering into an installation and services agreement with Longview Holding Corporation, LHC, dba Data Communication Services, DCS, located at 3569 Drennon, Campbellsburg, KY 40011. Work is being done at you verbal or written request. This addendum is an attachment for any other verbal or written agreement to perform installation work on behalf of the client (end customer), StarBand or their agents. The following terms are standard operating practices of LHC and by signature you, or your company, agree to the following stipulations:

Liability for StarBand Installation If, during the StarBand registration process, the customer declines the Service Agreement they understand that they will become responsible for the payment of services rendered by LHC in the installation of the StarBand system. Further, they are liable for charges related to the removal of all installed hardware to include the StarBand dish, mount, and satellite IDU/ODU. Any concrete, buried or installed cables, entry or mounting holes in structures will not be sealed, removed, or repaired unless further arrangements are made to do so.

Under this agreement the customer of StarBand becomes the customer of Data Communication Services and will be liable for their normal hourly rate and mileage expense.

Once customer signs the “StarBand Satellite Internet Access Service Agreement” they accept ownership of the delivered StarBand hardware to include the indoor and outdoor units. Any hardware failure of any StarBand hardware is not the responsibility of DCS or LHC. If installation can not be completed because of hardware failure additional charges may be incurred as described in section “Repair Orders” below. StarBand may subsidize some of the repair to the customers equipment but they generally do not cover all expenses related to the full repair and maintenance of customer equipment. Customer is hereby notified that additional charges may be assessed during installation for any unforeseen hardware failure.

Freight Expense Freight for the shipment of StarBand satellite equipment from the Distributor’s warehouse to DCS is not included in any StarBand promotional package and is the responsibility of the end user (customer). The customer is hereby notified that any freight charge collected by the originating company was never forwarded to LHC and in fact no shipment occurred between the originating company to CPE Labs or the customer.

Standard Installation For the purpose of this agreement between DCS and the end customer a standard install is defined as:

- a) 3 hours labor of a professional installer at the customers install site.
- b) Up to 100 feet of external twinax, grounding cable to utility ground at 20 feet or less, 1 internal/external wall penetration with termination to a wall jack at the internal wall.
- c) Dish is to be mounted with a standard Tri-Mast mount on an approved surface. (Brick or masonry wall. Dish must have clear line of site to satellite arc and must be within 20 feet of utility ground.) Installer, during site survey will determine if a mounting surface meets StarBand, federal, and local guidelines.

Any charges incurred in excess of these guidelines will be explained to the customer before installation begins and the appropriate excess charges will be billed to the customer for payment to DCS. Calls made by DCS to StarBand support or to correct problems in any StarBand hardware are not excluded from this agreement. Any expenses incurred by DCS in the repair or support of StarBand services will incur the appropriate charges to the customer.

Site Survey and Dispatch Fees There is a standard site survey fee of \$65. This fee is generally covered in the StarBand standard installation. If during installation and post site survey the customer determines to not proceed with the installation the certified installer may charge the customer for the site survey and any dispatch fees previously discussed. Dispatch fees are charged based upon industry standard mileage fees and at least one billable hour of a certified installers time.

Repair Orders DCS has a limited warranty that installation issues are covered for the first 30 days at no charge to the customer. This limited warranty covers charges that include the dispatch of an installer to arrive at customer's site and in (1) one hour re-point the installed dish to the commissioned satellite. If it is discovered that the installation prevents this work effort or that additional costs will be incurred to correct any problems the customer will be billed for any and all incurred charges. If the dish is mounted to a non-approved surface, not grounded per StarBand, federal, or local specifications additional costs may be assessed to bring the installation up to current specifications. If any hardware malfunction is determined to be part of the issue then additional charges will be incurred to RMA parts, truck roll charges, installer hourly rate, etc. Customer will be responsible for contacting StarBand and arranging the RMA of any StarBand parts.

Customer's signature: _____

Customer's printed name: _____

Date: _____