

## HOW TO PRESENT THE CUSTOMER AGREEMENT DOCUMENT

- The following information reviews the steps used during the initial customer contact. Use these steps with the **Customer Contact Checklist Form**.

### Step By Steps

The Customer Agreement Document describes the responsibilities of both the Customer and WildBlue as they relate to the WildBlue Service the customer is purchasing. This is an important legal document. The customer signs this document before any work, including the site survey, on the customer premise begins.

#### *Installer Responsibilities:*

- **Contents:** The installer is not responsible for explaining the information contained in this document. However, the installer should be able to provide a high level description of items 2.2, 2.3 and 5.3. Direct all other customer questions to WildBlue Communications Customer Care. The installer prints one complete copy of the form along with an additional copy of page 1. The installer leaves the complete copy with the customer, while the installer retains the second copy of page 1 to provide to the WildBlue partner (either FAX or hardcopy).
- **Signature:** As with all other customer documents, the installer is responsible for completing the customer information fields, including the customer name, address, date, and account number fields. In addition, the installer must present the document to the customer for signature. Have the customer sign both copies of page 1. Retrieve the account number from the **Account Number** field as displayed in the **Billing Status** column on the **SVT Tab** of the **Installer Support Portal**.

While the customer is encouraged to read the entire agreement, be prepared to discuss the following:

**2.2 Multiple Use of Account.** This item discusses the number of computers that the Service supports. The important things to know:

- Value Service supports:
  - Up to three computers in the residence
  - Up to six family members who permanently reside in the household
- Select and Pro Service supports:
  - Up to eight computers in the residence
- While all types of Services will support at least three computers, a standard installation supports only one computer.
- The “household” limited to a single address where the Service is installed.

**2.3 Installation of Equipment:** This item discusses the installation. The important things to know:

- The customer represents that there are no legal, contractual or similar restrictions on the installation of the WildBlue Equipment in customer authorized location(s).
- The customer is responsible to ensure compliance with all applicable building codes, zoning ordinances, homeowners' association rules, covenants, conditions, and restrictions related to Services provided.
- The customer agrees to pay any fees or other charges related to installing the equipment in the customer authorized location(s).
- The customer will obtain any permits or authorizations necessary for the installation of equipment to Services provided.
- The customer is solely responsible for any fines or similar charges for Service in violation of any applicable Legal Requirements.
- The customer acknowledges and agrees that WildBlue or our designated Service provider will be required to access the customer premises or system and to install and maintain the WildBlue Equipment, including the antenna and its components, necessary for you to receive the Service inside and outside your home.
- The customer acknowledges and agrees to allow the installation of software on the same computer and configuring the same computer for optimized performance of the Service.
- The customer acknowledges that neither WildBlue nor our Service Provider shall have any liability whatsoever for any losses resulting from installation, repair or other Services, including without limitation, damage to the customer premises, loss of software, data, or other information on the customer Computer attached to the Satellite Modem.
- The customer is responsible for backing up the data on customer computer attached to the Satellite Modem.

***IMPORTANT:*** *It is highly recommend that the customer backup the computer prior to permitting access to us or one of our designated Service providers.*

**5.3 Fair Access Policy:** This item discusses the legal use of the Service. Importantly, it discusses the WildBlue Communications **Fair Access Policy (FAP)**. This type of policy is industry standard in the Service provider marketplace. If the customer has questions about this topic, refer them to the WildBlue Communications Customer Care Team. Important things to know:

- If the customer's Internet usage exceeds the limits set forth in the Fair Access Policy, WildBlue may reduce the bandwidth available to the customer on a temporary basis.
- Continued customer violation of the Fair Access Policy is a breach of this Agreement by the customer and will result in the termination of this Agreement.
- WildBlue Internet access is not guaranteed.

***IMPORTANT:*** *The customer must sign the WildBlue Communications Customer agreement before the installation begins.*