



Residential Internet:

Product & Activation Agreement

This agreement includes both product information and activation process that becomes legally binding upon activation of service.

KEEP IN MIND THAT SERVICES PROVIDED UNDER THIS SITE DOES NOT REQUIRE A CREDIT CHECK, AND SERVICES ARE PROVIDED ON A MONTH-TO-MONTH BASIS.

The following Process will cover “What to Expect” at time of Activation. A customer will have options to choose the following:

A. Purchase In-House Modem

1. \$169.99 + tax (\$10.20) = \$180.19 for purchase of in-house modem.
2. Include a Zero Touch hAC 3 Router or like product.
3. In-House Modems are specific to this property and can't be used elsewhere.
4. \$50 Credit will be issued upon return of router to Superior Satellite.

Activation:

- A. Office will set up your account with Auto Pay.
- B. Customer can choose to come and pick-up modem at office.
- C. Schedule to have modem delivered within 48 business hours for \$35 fee.

B. Modem Lease

1. \$10/mo. + Tax (\$10.60) per month to Lease our In-House Modem
2. \$199.99 will be charged to card on file if Modem is not returned upon vacating site.
3. Customer will be responsible for all Collection Fees and Charges if any are incurred in assisting recovering funds.

Activation:

- A. Office will set up your account with Auto Pay.
- B. Customer can choose to come and pick-up modem at office
- C. Schedule to have a modem delivered within 48 business hours for a \$35 fee.



C. Bring Your Own Modem

1. Customer can choose to purchase their own modem.
2. A compatible Modem is an Ethernet Modem only. A list of specifications will be listed below.
3. Dual Modems that allow both Cable & Ethernet will not work.

Activation:

- A. Office will set up your account with Auto Pay.
- B. You will receive your PPOE Login to Plug in your modem and get online.
- C. Find a Ethernet Modem that allows Ethernet Hook ONLY. See Pic for Reference.

D. Service Calls / Truck Roll

1. Technician Truck Roll is \$99
 - A. Set Up and Install of Modem and Wi-Fi
 - B. Problems with personal modem needs technician dispatched

E. Internet Service Packages

1. Will Include Service Packages, specific to each site.
2. Taxes are Charged only when Purchase or Leasing Modem.
3. Charge for service will be on a Monthly basis.

F. Non-Payment and Collection Fees

Payment in full is due by the "Due By" date indicated at your time of activation. If full payment is not received by this date, your bill will become past due and may be subject to additional fees such as late payment charges, reactivation fees, or subject to disconnection of service.

1. Service will be assessed a late fee of \$10 when the credit card automatically declines. Company can use discretion about late charges if customer has called prior to due date regarding payment or arrangements.
2. Service will be suspended after 10 days of Non-Payment and a \$25 Restore Fee will be assessed.

SPECIFICATIONS TO LOOK FOR:

WI-FI SPEED: 1000.00 megabits per second (minimally)





Ethernet Standard: 10/100/1000

Wired Speed: 1000.0 megabits per second

This Agreement is made for Customer by Superior Satellite, an Idaho Company. Customer agrees to information and conditions stated in this agreement and agrees to information stated above.