



# Wireless Broadband Residential Installation Agreement

## Customer Information:

Name: \_\_\_\_\_ Phone(s): \_\_\_\_\_

Service Address: \_\_\_\_\_

\_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_\_

## Service Packages:

### Residential

- \_\_\_\_\_ **Basic: \$59.95 per month**  
Download: 1.5-25 mbps  
Upload: 0.5-5mbps
- \_\_\_\_\_ **Premium: \$89.95 per month**  
Download: 3.0-50 mbps  
Upload: 1.0-10 mbps
- \_\_\_\_\_ **Platinum: \$119.95\* per month**  
Download: 5.0-100 mbps  
Upload: 1.5-20 mbps

### FiberShare

- \_\_\_\_\_ **FiberShare 1: \$149.95 per month**  
Download: 10-50 mbps  
Upload: 3-10mbps
- \_\_\_\_\_ **FiberShare 2: \$199.95 per month**  
Download: 15-100 mbps  
Upload: 5-15mbps
- \_\_\_\_\_ **FiberShare 3: \$299.95 per month**  
Download: 20-200 mbps  
Upload: 10-25mbps

## Installation Notes:

Installation includes equipment, Ethernet cable (100 feet maximum), and service activation. Service activation includes configuration of San Diego Broadband/MyServer.org provisioning equipment and testing customer Ethernet handoff. If customer requires any additional equipment or service (including but not limited to longer cable runs, router/firewall configuration, antivirus software, or other desktop support issues) there will be additional charges. These additional services/charges will be discussed with customer in advance and must be approved in writing.

San Diego Broadband/MyServer.org wireless broadband service requires clear line of sight. Please consider this when landscaping or building on your property.

## Installation Requests and Special Requirements:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Modifications of Agreement:

\_\_\_\_\_

\_\_\_\_\_

Customer Signature: X \_\_\_\_\_ Date: X \_\_\_\_\_

st \_\_\_\_\_ pw \_\_\_\_\_ rs/ap: \_\_\_\_\_ Tech \_\_\_\_\_



# Wireless Broadband

Additional Equipment or Service Required: \_\_\_\_\_

Cost of Additional Equipment or Service: \_\_\_\_\_

Customer Approval for Additional Costs: \_\_\_\_\_  
Customer Signature Date

### 30 Day "No Questions Asked" Guarantee:

Customers may cancel their service during the first 30 days after the installation if they are dissatisfied for any reason. If customer wishes to cancel the service during this period, San Diego Broadband/MyServer.org will remove the on-site equipment and no future charges will apply. Cancellation requests must be made in writing and received by San Diego Broadband/MyServer.org during first 30 days of service.

### Installation Charge, Billing:

A one-time installation charge of \$100 (\$400 for FiberShare) plus any additional equipment and/or labor charges are due at the completion of installation. Thirty days after installation, payment is due for the first and second months of service, (and for any unpaid installation charges, if applicable). Subsequent billings occur every 30 days thereafter. Customer may choose paper or email billing. Payments may be made by check, by PayPal to paypal@MyServer.org, credit card on file, or directly by credit card on the www.Myserver.org web site. Balance due will be subject to a service charge if not paid within 30 days.

### Cancellation:

Cancellation requests must be made in writing to the address below. Cancellation requests made prior to the end of the no-questions-asked cancellation period will result in no charges. Cancellation requests received after this period, for customers inside the service commitment period will result in a cancellation charge of \$100 (\$400 for FiberShare). In the event of cancellation, customer must arrange for return of the on-site equipment. Failure to return equipment will result in an equipment charge of \$250.

San Diego Broadband  
330 Rancheros Drive Ste #112  
San Marcos, CA 92069

### Summary of Charges:

One Year Service Commitment:  \_\_\_\_\_ (initial)  
Installation Charge: \_\_\_\_\_  
Additional Equipment: \_\_\_\_\_  
Minus Payments Applied: \_\_\_\_\_ Cash / Check / Credit  \_\_\_\_\_ (check #/initial)  
Additional Service: \_\_\_\_\_  
1<sup>st</sup> Month's Service: \_\_\_\_\_  
2<sup>nd</sup> Month's Service: \_\_\_\_\_  
Total First Payment: \_\_\_\_\_ Due: \_\_\_\_\_

BY SIGNING THIS AGREEMENT, I ACKNOWLEDGE I HAVE READ, UNDERSTOOD AND AGREE TO ABIDE BY THE TERMS OF THE MYSERVER.ORG BROADBAND WIRELESS SERVICE AGREEMENT, PRIVACY POLICY AND ACCEPTABLE USE POLICY AS POSTED ON OUR WEBSITE AT: [HTTP://WWW.MYSERVER.ORG](http://www.MYSERVER.ORG).

\_\_\_\_\_  \_\_\_\_\_  
Customer Signature Date

**A NOTE TO OUR CUSTOMERS:** SAN DIEGO BROADBAND/MYSERVER.ORG IS NOT LICENSED BY THE STATE OF CALIFORNIA'S CONTRACTOR LICENSING BOARD.



# Wireless Broadband

## Invoicing:

Customer may choose paper invoicing via US Postal Service, or electronic delivery via email. If email is chosen, customer should ensure that messages sent by Billing@MyServer.org are added to their "trusted sender list" in their email client.

**Email my Invoice:** \_\_\_\_\_ (*email address*)

- or -

**Send Invoice via USPS:** \_\_\_\_\_ (*check*)

**Billing Address (if different)**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Automatic Payment via Credit Card:

Customer may choose to be automatically charged via credit card. If chosen, San Diego Broadband/MyServer.org will post the charge each month on the due date.

Optional:

**Use credit card for:** \_\_\_\_\_ **Installation charges (one-time)**  
\_\_\_\_\_ **Monthly service charges (recurring)**

**Credit Card Type:** \_\_\_\_\_

**Credit Card Number:** \_\_\_\_\_

**Expiration Date:** \_\_\_\_\_

**CVV:** \_\_\_\_\_

**Name/Address associated with credit card (if different)**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I AUTHORIZE MYSERVER.ORG TO CHARGE MY CREDIT CARD FOR THE AMOUNT INDICATED ABOVE, EITHER ONE-TIME OR MONTHLY AS INDICATED ABOVE:

X \_\_\_\_\_  
Customer Signature

X \_\_\_\_\_  
Date