

ZIRKEL Wireless
Managed WiFi Service Agreement

Our Managed WiFi service offers a quality wireless router that delivers high strength signals to the WiFi devices in your home or business. With this service, the ZIRKEL Staff will have remote router visibility and can offer remote support for all the common router challenges.

The term of this agreement is month-to-month, and will begin the day after you receive your pre-configured router. The term will automatically renew on the first of each month unless the router is returned to ZIRKEL.

Customer agrees to pay a \$50 Setup Charge per device and all monthly fees throughout the term of this agreement. If Managed WiFi is ordered with a new installation, ZIRKEL Wireless will install the router. If Managed WiFi is being added to an existing account, the router must be picked up from the ZIRKEL office or an agreed upon location. If the router goes bad for any reason, it must be returned to ZIRKEL for a replacement. Additional charges may apply if customer requests on-site visit. All equipment provided by ZIRKEL Wireless, will at all times remain the property of ZIRKEL Wireless. Customer may not sell, transfer, lease or encumber the ZIRKEL Wireless Equipment to any third party.

With regard to such equipment, Customer agrees:

1. To use the equipment only for the purpose of a managed router service for a ZIRKEL Wireless Internet service account. This router cannot be used with any other Internet service provider or for any other purpose.
2. To keep the WiFi password secure and only available for use within the immediate household or business that is subscribing to both ZIRKEL Wireless Internet service and Managed WiFi
3. To prevent all unauthorized connections or use of the Managed WiFi.
4. To prevent tampering, altering or repair of the equipment by any person other than agents of ZIRKEL Wireless.
5. To assume complete responsibility for improper use, damage or loss of such equipment regardless of cause.
6. To authorize agents of ZIRKEL Wireless to remotely access and manage router on customers behalf.
7. To authorize agents of ZIRKEL Wireless to remotely access and manage parental controls at customers request.
 - a. Remote Support is offered during normal support hours. After Hours Remote Support may or may not be available
8. To grant reasonable access to agents of ZIRKEL Wireless to service, replace and retrieve said equipment.
9. To return the equipment in good condition within 10 days of canceling Internet Service with ZIRKEL Wireless. In the event the equipment is not returned to ZIRKEL Wireless in good condition, Customer agrees to pay an "Unreturned Equipment Fee" of \$150.00 for each Wireless Router not returned, and \$100 for each Mesh Extender not returned.
10. The return location is: ZIRKEL Wireless, 330 South Lincoln Suite, 200, Steamboat Springs, CO 80487 (no US Mail accepted at this address)

Calix Router (Quantity: _____ @ \$12 per month)
FSAN: _____

Mesh Extender (Quantity: _____ @ \$5 per month)
MAC Address: _____

Initial SSID _____ Initial password _____ Internet Account Number _____

Customer Name _____ DOB _____

Persons Authorized to make changes to this service: _____

CUSTOMER SIGN HERE:

X _____ Date: _____

Customer acknowledges receipt of a ZIRKEL Wireless Router, agrees to pay all charges mentioned in this agreement and authorizes payments to be processed on a credit or debit card on file automatically on the 1st of each month. I understand and agree to abide by the terms and conditions stated in this agreement. This agreement is subject to change; an updated copy can be found at www.zirkelwireless.com.