



Standard Point-to-Point Relay: Agreement

We realize that complex needs often require custom solutions. For this reason OnlineNW offers our customers the option of relaying their OnlineNW Internet connection in order to share or provide service to themselves; examples include relaying service from home to shop or relaying service from a point on the property that provides line-of-sight to one of our towers.

Please note that sharing service with another residence, without authorization, is in violation of OnlineNW's policies and could result in the termination of all services. All OnlineNW policies can be found in our legal section at www.onlinenw.com.

Pricing

- \$300.00 per transmitter or receiver - one-time fee
- \$75.00 per hour for non-standard work - installer will consult for non-standard work and quote before any work is performed
- \$5.00 per month per transmitter or receiver

Warranty

OnlineNW will provide all the equipment, labor, and materials necessary to install. Transmitters and receivers are warrantied during the time OnlineNW is the internet provider, excludes customer requested upgrades.

Support

OnlineNW provides extensive remote customer service support that in most cases can prevent the need for an on-site service call. In order to quickly diagnose issues customer must agree to work with OnlineNW support team members, when necessary, to remotely troubleshoot service issues, such as power cycling equipment and verifying setup configurations. Truck rolls may incur Service Call Fees.

Service Call Fees

Customer will be financially responsible for service calls where issues are caused by customer actions; examples include, but are not limited to, unplugged equipment and cut cables. OnlineNW installer will make final determination of responsible party. OnlineNW will make every attempt to remotely troubleshoot and fix issues in order to prevent a truck roll for a service call appointment.

Accepted by:

Name _____

Date _____