



# Wireless Internet Connectivity Installation Authorization

Joink LLC  
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Terre Haute, IN 47807  
(812) 234-5100  
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www.joink.com

## Order Type

*New Customer*     *Current Subscriber Upgrade (Account Number: \_\_\_\_\_)*

## General Information

- Trees, buildings, and terrain can and do have an effect on the quality and availability of the wireless signal.
- Installation may require either an indoor or outdoor antenna. We cannot guarantee an installation at any range.
- Joink wireless service is fixed wireless bringing wired broadband service into the home.
- For a Single Workstation connection, the computer needs to have a network card with a 10/100 ethernet connection.
- Joink is only responsible for delivering Internet to you, not for your network.
- Landlord permission is required for rented or leased locations. Landlord's written consent required with this document.
- Please provide an alternate contact number if possible to facilitate scheduling.
- Wireless modems will be replaced under warranty for free once per 18 months.
- Wireless modems damaged by customer negligence will not be replaced for free.

## Installation Type & Fees

Standard installation equipment includes wireless modem (Radio), one Antenna, and cable necessary to provide a Wireless Internet Connection, but does not cover the installation of a mast, 2nd Antenna, or other non-typical installation equipment (see non-standard installation fee below).

- \$49 Installation Fee**    Requires \*\* 12-month Term of Service Agreement \*\*, automatic payment withdrawal, and \$49.95/mo service plan, or higher
- \$99 Installation Fee**    Requires \*\* 12-month Term of Service Agreement \*\*, automatic payment withdrawal, and \$44.95/mo service plan, or lower
- \$149 Installation Fee**    Requires automatic payment withdrawal. No term of service agreement, or specific service plan required
- \$199 Installation Fee**    Waives automatic payment withdrawal. No term of service agreement, or specific service plan required
- \$149 Non-Standard**    Non-Standard Installation fee to be paid in addition to the standard installation fee selected above

\*The installation fee is required as prepayment prior to scheduling the installation. In the event that wireless service cannot be installed due poor signal a full refund of the installation fee will be provided. Should wireless service not be installed due to customer choice for any reason a \$50.00 service call fee will be deducted from the refund. Installation fees paid by credit or debit card will be immediately refunded back on the same credit or debit card. Installation fees paid by cash or check will be refunded by Joink check with a 10-day waiting period where applicable.

## Wireless Package & Service Level *Speed packages vary upon location.*

Monthly fee provides a High-Speed Connection to the Internet, and, if requested, up to 5 E-mail Addresses with Virus and Spam Filtering, and Personal Webpace to post your private home page.

### Residential Plans

- Home Premium w/WiFi**    \$ **54.95**
- Home Extreme w/WiFi**    **74.95**
- Home Blast w/WiFi**    **104.95**

### Business Plans

- Business Value**    \$ **49.95**
- Business Standard**    **79.95**
- Business Premium**    **99.95**
- Business Extreme**    **149.95**
- Business Blast**    **249.95**

*Service not available in all areas.*

The undersigned affirms that they have the authority to sign for the Company if a Business Plan. By signing, the customer/contractee affirms and agrees that this document entails a binding Agreement by and between Joink LLC ("Joink"), and the customer, provided that a connection can be established over Joink LLC's, wireless network. It is further understood that the equipment shall remain the property of Joink, for the duration of this Agreement and customer agrees to maintain equipment in good and working order. Said equipment shall be returned to Joink, upon the termination of this Agreement. Failure to return equipment shall result in a charge equal to its replacement cost. Billing for the service will begin upon activation. In the event of a default, the undersigned shall be responsible for any fees, including but not limited to attorney and collections fees, incurred in the collection of any monies due for services rendered and/or replacing or repairing equipment. This document entails the entire Agreement and shall not be modified without the express written agreement of the Parties. This Agreement shall be governed under the laws of the State of Indiana. Customer agrees to abide by Joink's Acceptable Use Policy which may be viewed on the Internet at <http://www.joink.com/aup.asp>. Signor, customer, and account/card holder must all be the same individual.

**Signed:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Printed:** \_\_\_\_\_

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

**Property Ownership**

- I own my own property
- I do not own my own property

*If property is not owned by customer, written landlord consent is required prior to installation.*

**Joink User Information**

Requested Username: \_\_\_\_\_

Requested Password: \_\_\_\_\_

**Customer Information**

Name: \_\_\_\_\_

Current E-mail Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Street Address: \_\_\_\_\_

Alternate Telephone Number: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

Technical Contact: \_\_\_\_\_

Company (if applicable): \_\_\_\_\_

Joink Authorized Sales Agent: \_\_\_\_\_

Who was your previous ISP? \_\_\_\_\_

Why are you switching to Joink? \_\_\_\_\_

**Automatic Payment Information\***

Complete below for chosen form of automatic payment.

*\* By signing, customer is agreeing to payment being automatically applied to the below form of payment on a continued monthly basis for the complete term of service. In addition, customer agrees that if the account is cancelled prior to the end of the term of service for any reason, the early cancellation fee of \$149 will be applied to the automatic payment form provided. Joink LLC shall have no liability whatsoever for any non-sufficient funds or other charges incurred by customer/contractee as a result of attempts to charge early cancellation fees to the payment form provided.*

**Credit Card Information:**

Card Type:  Visa  Mastercard  Discover  Amex

Card Number: \_\_\_\_\_

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

Name as it appears on Card: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

**Checking Account Information:**

Routing Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

Name as it appears on Check: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

**\*\* 12-Month Term of Service Agreement \*\*:**

The undersigned affirms that they have the authority to sign for the Company if a Business Plan and further affirms and agrees that this document entails a binding Agreement by and between Joink LLC, and themselves, and agrees to maintain ongoing wireless service with Joink for a term of 12-months. If customer terminates this Agreement prior to the end of the 12<sup>th</sup> month, customer will be charged an amount equal to 50% of the remaining term of service. This document entails the entire Agreement and shall not be modified without the express written agreement of the Parties. This Agreement shall be governed under the laws of the State of Indiana.

Authorized Signature: \_\_\_\_\_