

Managed WiFi Service Agreement

ZIRKEL's 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 including firewall rules and parental controls.

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.

If Managed WiFi is ordered with a new installation, ZIRKEL Wireless will install the router at your location. If Managed WiFi is being added to an existing account, the router must be picked up from a ZIRKEL office in Steamboat or Craig. If the router fails for any reason, it must be returned to ZIRKEL for a replacement. Additional charges may apply if customer requests on-site visit.

EQUIPMENT All equipment provided by ZIRKEL Wireless, will at all times remain the property of ZIRKEL Wireless. Customer may not sell, lease or encumber all or part of the ZIRKEL Wireless Equipment to any third party. Equipment can be transferred by following the option detailed below. Customer shall pay the full retail cost for the repair or replacement of any unreturned or damaged equipment together with all costs incurred by ZIRKEL in obtaining or attempting to obtain possession of such ZIRKEL equipment. With regard to such ZIRKEL provided equipment, Customer agrees;

1. To grant reasonable access to agents of ZIRKEL Wireless to service, replace and retrieve said equipment.
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 ZIRKEL Managed WiFi.
3. To prevent tampering, altering or repair of the equipment by any person other than agents of ZIRKEL Wireless.
4. To assume complete responsibility for improper use, damage or loss of such equipment regardless of cause.
5. To authorize agents of ZIRKEL Wireless to remotely access and manage router on customers behalf.
6. 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 support may or may not be available
7. To return the equipment in good working condition, immediately upon canceling Internet Service or Managed WiFi Service. Equipment return options are:
 - A. **Return to ZIRKEL Office** - Return equipment to one of the addresses below to stop your Managed WiFi charges. ZIRKEL WiFi Equipment that is not returned within 10 days of Internet service cancelation will incur an equipment not returned fee.

- a) 330 South Lincoln Avenue, Suite 200 Steamboat Springs, CO 80487
 - B. **ZIRKEL Retrieval** - If you canceled your account and requested to have a ZIRKEL Technician dispatched to uninstall the antenna on the outside of your home or business. you can coordinate to leave the WiFi devices in an secure but accessible place for the tech to also retrieve your ZIRKEL WiFi devices. If equipment is missing when we try to retrieve it, Customer will be charged an equipment not returned fee.
 - C. **Transfer to New Resident** - If the new resident at your address has agreed to take over your internet account and Managed WiFi, it will alleviate your need to return the equipment and will save the new resident an installation fee. The new Resident **MUST** place an order with ZIRKEL within 10 days of your Internet Account cancellation. To ensure a smooth transfer, It is very important that you leave all ZIRKEL equipment in place and the ZIRKEL power adapter plugged into the electricity. Equipment that is not transferred within 10 days of service cancelation will incur an equipment not returned fee.
8. To pay ZIRKEL the following for each device assigned to customer that was not returned within 10 days of Internet Service Cancelation.
- A. WiFi Router \$150
 - B. WiFi Mesh \$100
 - C. Outdoor WiFi Router \$450
 - D. Outdoor WiFi Mesh \$250

MANAGED WiFi Rates

- A. Remote Device Configuration & Setup \$50 / device
- B. Monthly Managed WiFi \$10 / router - Charges continue until device is returned.
- C. Monthly Mesh Extender \$5 / device - Charges continue until device is returned.
- D. Outdoor WiFi Router \$450 setup fee + \$25 per month
- E. Outdoor WiFi Mesh \$250 + \$10 per month

BILLING AND PAYMENTS Customer understands the above WiFi Setup charge will post to their Internet account for each WiFi device that has been assigned to their account. Customer acknowledges receipt of a ZIRKEL Wireless Router, agrees to pay all charges listed in this agreement and authorizes payments to be processed to a credit or debit card on file.

Internet Account Number _____ Customer Name _____

DOB _____

Person(s) Authorized to make changes to this service

Initial SSID _____ Initial password _____

Office Use Only FSAN: _____ MAC Address: _____