

Order Terms

Zirkel Wireless, Inc.

Service Terms and Conditions Agreement

Last Revised and Effective June, 2022

Once the order form is submitted, a ZIRKEL representative will contact you to schedule your installation appointment. If you are not at the address you provided at your appointment time, the technician will need to leave to stay on schedule and the installation will need to be rescheduled. Installations typically take between 1 and 2 hours and you must be present for the entire appointment. After the installation is complete your technician will explain the components of your internet service.

If you choose to have another member of your household meet our technician, they must be at least 18 years of age and be authorized to make decisions for your internet installation, including where the antenna will be mounted on the home and the room to which service is brought into. Be sure to include their contact information with your order.

At your install, we will mount an antenna on the outside of your home or business, and run a data wire into your building through a small hole in an exterior wall. Our ethernet connection can plug directly into a single computer or a router. You may purchase and install your own router, or you can subscribe to our hassle-free Managed WiFi service. Additional charges may apply for non-standard installations. The antenna and equipment that we install belong to ZIRKEL Wireless and our equipment will need to be returned upon cancellation. To receive ZIRKEL Internet service, your location must have a direct line-of-sight (LOS) to a ZIRKEL tower. If you have dogs or other pets, please secure them in a room or a garage prior to your install appointment.

Your installation charge is due the day your installation is complete. We prefer that you provide a debit or credit card for your installation charge and automatic monthly payments. Your invoice will be sent via email on the first of every month and Autopay will process on the 3rd of each month and your payment is due no later than the 20th of the same month.

If you choose not to use a debit or credit card for Autopay, a \$300 cash or check prepayment is due at the time of your installation. This prepayment will apply to your installation charge and your monthly service charges.

We require you to sign up for at least a six-month contract. If you cancel service prior to paying for six full months of service, there will be an early termination fee of up to \$175. If you relocate your service prior to 6 months, a \$95 relocate charge will apply. At the end of this contract, your account will continue month-to-month unless you notify us that you would like to suspend or cancel service.

If you rent your home or business location, you must have permission from the building owner to have our service installed.

If you are a homeowner with an HOA, we can typically only mount an antenna on your exclusive-use deck or patio. If you do not have line-of-sight to a ZIRKEL tower from your deck or patio, you will need permission from your HOA to have our service installed anywhere else on your property.

Our goal is to provide you with the best Internet experience in Northwest Colorado. Thank you for choosing ZIRKEL Wireless to be your Internet Provider.