

Non-Standard Installation

Non-standard installations including, but not limited to; water access, no road access, or install on customer owned tower, are subject to an additional \$100 fee. Additional charges may apply if specialized equipment is required for install."

Installation - Site Check

I authorize Flypoint Broadband Ltd. to issue a site check to my location to determine if wireless service is available. If the site check determines that wireless service is available it is assumed that I desire to have the service installed immediately. Should I decide that I do not wish to have the service installed immediately I understand that I will be billed a site check fee of \$100.00 plus applicable taxes.

Installation - Installation Fee

I acknowledge that the Installation fee is due in full upon installation. Monthly service charges will begin from the time of installation.

Installation - Installation Waiver

I acknowledge that any additional equipment such as customer owned routers, access points, etc. are not serviced or maintained by Flypoint Broadband Ltd., but are the customer's responsibility and are covered by any applicable manufacturer's warranties and technical support. The installation includes running an outdoor CAT 5 cable from the radio equipment mounted on the outside of the building to a point of demarcation inside the building. Any CAT 5 runs from the point of demarcation to the computer equipment will be my responsibility. I agree that Flypoint Broadband Ltd. cannot be held responsible for any minor cosmetic damage arising from the equipment being installed on my home or building such as, but not limited to scratches, screw holes and cable holes.

Equipment - Repairs

Equipment is the property of Flypoint Broadband Ltd. and any malfunctions of the hardware equipment will be repaired or replaced at no cost to the customer with the following exceptions: Weather (wind, snow, ice, lightning etc..), customer neglect, customer modification of equipment and or installation, interference from customer property and electronic devices, damage caused to equipment by external forces (fire, power surge, water, sewer etc...) I acknowledge that I will be charged the cost of the replacement equipment and service charges for these exceptions.

Equipment - Ownership

The external and internal radio equipment will remain the property of Flypoint Broadband Ltd. and shall be returned upon cancellation of service. I will be billed a fee up to \$750.00 should the customer premise equipment not be returned. I consent to allow Flypoint Broadband Ltd. access to the premise for the exclusive purpose of

installing, repairing and removing the external radio equipment. Flypoint Broadband Ltd. will provide reasonable notice prior to accessing the premise.

Equipment - VoIP

VoIP hardware is the property of Flypoint Broadband Ltd. The hardware is manufactured and supported by Ooma. <https://ca.ooma.com>. Upon the cancellation of my services the hardware must be returned or I will be billed a fee of \$34.95 + HST. Purchased accessories such as the Ooma handset are the property of the customer.

Service - Early Termination

If I choose to cancel my service before my contract closing date I understand that I will be responsible to pay 100% of the charges for the remaining day(s) and month(s) of the contract up to a maximum of 6 months..

Equipment - Performance

All transfer rates/speeds are provided on a best effort basis up to the maximum rate/speed offered for your selected package. We reserve the right to terminate or limit the connection if we deem the usage excessive or inappropriate. By signing the order form, I confirm that the information I have provided to Flypoint Broadband Ltd. is true to the best of my knowledge and that I am 18 years of age or older. I agree to the terms stated in this document and I agree to be bound by the terms of the AUP (acceptable use policy) at <https://flypointbroadband.ca/legal/flypoint-broadband-ltd-acceptable-use-policy/>.