

RESIDENTIAL WIRELESS INTERNET ACCESS & EQUIPMENT CONTRACT

Please enter your information and other questions below.

Full Name				
Address				
City/State/Zip				
Phone	(Home)		(Cell)	
	Account 1	Account 2	Account 3	Account 4
Email Address (@Ctechinternet.com)				
Password				
Alias				
Current Email Address	(If Applicable)			
Secret Question				
Answer				

CURRENT WIRELESS PACKAGES *

The following is a list of our current Wireless Internet Access Packages. Please select the package you want to order.

SYSTEM ACCESS SPEEDS ▶

BANDWIDTH ACCESS: 10G / 20G / 30G TOTAL PER MONTH –
DEPENDENT ON PACKAGE SELECTED


WISP Lite

10X

Speed: 512k/128k
Price: \$39.95/mo

FASTER THAN
DIAL-UP ACCESS

An experience multiple times faster than dial-up, yet slightly slower than DSL. Includes up to 1 e-mail account.


POWER USER

20X

Speed: 1024k/128k
Price: \$59.95/mo

FASTER THAN
DIAL-UP ACCESS

An experience faster than DSL for those who want to surf the web with speed. Includes up to 3 e-mail accounts.


MULTI USER

30X

Speed: 1.5Mbps/384k
Price: \$79.95/mo

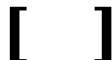
FASTER THAN
DIAL-UP ACCESS

T1 Wireless speeds for fast upload and download for 5 computers on your network. Includes 5 e-mail accounts.

10X FASTER THAN DIAL-UP



20X FASTER THAN DIAL-UP



30 TIMES FASTER THAN DIAL-UP



*** Installation/Package Details:**

A one-time \$249 setup is required for complete installation of antenna, limited wiring, and setting up one PC on wireless connection. Emergency installation services available. More installation/cable fees may be incurred for special situations (pole mounting, extra cable, etc. -- site survey should determine any additional costs). Equipment is neither sold nor rented, but is a part of the monthly service fee and must be returned to Ctech when service is discontinued. For more details, see attached pages with contract. Speeds listed are burstable and approximate, sustained bandwidth speeds may be lower. Pricing plans subject to change.

WIRELESS PLAN OPTIONS / TOTAL PRICE

Please enter the price of your wireless plan you selected from page 1 and add any other options.		Price
WIRELESS PLAN SELECTED	FROM PAGE 1	
Installation Service *	REQUIRED: \$249	
Additional E-mail Accounts **	\$5 PER 5 ACCOUNTS	
Public IP Address	\$5/EACH/MONTH	
Nationwide Dial-up Access	\$12.95/MO.	
	TOTAL:	

PAYMENT INFORMATION

Please enter your information below.

INITIAL PAYMENT TYPE CREDIT CARD CASH CHECK
 RECURRING PAYMENT TYPE CREDIT CARD CASH CHECK

Credit card information is required below to secure Ctech Internet for possible loss and/or damage to equipment where card may be charged to cover replacement or repair of equipment. The subscriber's credit card account will not be charged for the equipment unless subscriber does not return the equipment in proper working condition within 30 days after cancellation, ordinary wear and tear excepted.

NAME ON CARD _____

BILLING ADDRESS _____

CITY/STATE _____ Zip _____

CARD TYPE VISA/MC DISCOVER AMEX

CARD NUMBER _____

EXPIRATION (MM/YY) _____ / _____

SECURITY CODE _____ (3-4 digit code on back of card)

CC SIGNATURE **X** _____

AGREEMENT/SIGNATURE

My signature below indicates that I understand and agree to the Ctech contract terms on the following page (Page 3).

Customer Name (Printed) _____ Ctech Retailer / Sales Rep. _____

Customer Signature Date _____ Ctech Signature Date _____



ONE YEAR CONTRACT

This is the One-Year Contract you will agree to by signing Page 2.

Ownership: I acknowledge that the equipment will be delivered to me at the shipping address listed on the first page of this contract. The equipment shall not be removed from the location without notifying Ctech Internet. The equipment and any placement thereof shall at all times be sole and exclusive property of Ctech Internet, and I shall have no rights or interests of any kind therein except only the right to use pursuant hereto. All equipment must be returned to Ctech Internet upon cancellation of my account.

Loss or Damage: I agree to bear the entire risk for the equipment from any and every cost until the equipment is returned to Ctech Internet, ordinary wear and tear excepted. I may incur charges for replacement equipment.

Liability: Ctech Internet and any service reseller assumes no liability associated with the use of our service, equipment, or the installation process. This includes, but is not limited to, attached computer equipment and user data. The service requires a fixed wireless base system, which needs unobstructed line of sight between the customer's antenna and Ctech Internet's tower site to operate properly. The antenna could be subject to lightning strikes and should be disconnected from computer systems during electrical storms. Improper grounding of the antenna structures or tampering with antenna can have harmful effects on attached equipment and nearby property. I understand that I must have proper surge protection on my computer and network components and that Ctech is not liable for electrical damage. I also understand that local conditions, such as my distance from Ctech Internet's equipment, my computer configuration and other Internet traffic, will affect the performance of my Internet connection. Ctech Internet does not guarantee a specific speed. Ctech Internet reserves the right to limit wireless bandwidth utilization (currently at 10 GB/mo. for Lite, 15 GB/mo. for Power User and 20 GB/mo. for Multi-User Packages) and the size of incoming and outgoing emails (currently limited to 8MB attachments) pursuant to its Acceptable Use Policy which is available at www.CtechInternet.com. Ctech Internet reserves the right to refuse any residential or commercial wireless Internet access and equipment contract. The initial install pays for wireless installation, and includes one set of equipment that is owned by Ctech. If the equipment gets damaged by lightning, you will be charged for the replacement (ranging from \$125 - 375, depending on which component needs to be replaced). After replacement, however, the customer will own the second set of equipment (Ctech owns the first set and will need it returned if service is discontinued).

Ctech can provide an option for users to own their equipment from the beginning of service. If that is of interest, Ctech will quote pricing based on the components required. Leasing options are also available month-to-month (EZY/Tranzeo/Senaao Bridge \$15/mo) -- multi-user or higher-end customers may require higher-end equipment (Motorola/Microtik/Trango \$25/mo).

Contract Term: My initials below and signature on page 2 indicate that I understand the initial term of this contract extends for a term of twelve (12) months, commencing seven (7) days after the contract has been processed. After the initial term, Ctech Internet at its sole discretion may increase the service rates for any renewal. New rates are effective at the beginning of the next billing cycle. All services automatically renew unless Ctech receives written notice. Cancellation of service will be effective on the last day of the current billing cycle. Customer has 30 days from installation to contact Ctech Internet to receive a refund and return equipment with no penalty if experiencing connectivity or speed issues due to possible interference, too great of a distance from tower, other objects or geographical hindrances.

Termination: If at any time I fail to make timely payments to Ctech Internet or fail to perform any obligation under this agreement, Ctech Internet, in addition to all other rights and remedies, may terminate this agreement, terminate Internet access, recover any payments incurred by charging my credit card or by other means, recover from me the total of my monthly fees remaining on my contract, and collect from me all costs incurred in enforcing the terms of this agreement, including the full cost of equipment if not properly returned to Ctech Internet, late fees figured at 2% per month and any fees associated with collection.

30-Day Satisfaction Guarantee: During the first 30 days after equipment is received, I understand I may cancel my service and receive a full wireless access fee refund. Refunds will be issued only after the equipment is returned in good condition. It is my responsibility to return the equipment and pay for the return shipping charges. If equipment is not received within 30 days after cancellation, I understand I will be responsible for the full cost of the equipment.

By using the Ctech Internet service, I accept the Acceptable Use Policy of Ctech Internet (agreement available on Ctech Internet's web site: www.Ctechinternet.com). Ctech reserves the right to block any bandwidth usage. Priority will be given to web/email usage. Ctech retains the right to access the first device attached to the wireless net work for support & maintenance. Password and login information may be required to be on file for remote management.

If payment by credit or debit card is selected above, my signature authorizes Ctech Internet to charge my credit card each billing cycle for Internet services.

Customer Initials: _____

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E-Mail Server Information

The following settings can be entered into your e-mail client (Outlook Express, Netscape Mail, etc.).

Account Name: **youraccount@Ctechinternet.com** (You must have the @Ctechinternet.com on the end)

Password: **(what you notated on page 1)**

Incoming Mail Server (POP3): **mail.Ctechinternet.com**

Outgoing Mail Server (SMTP): **mail.Ctechinternet.com**

*** You must also enable SMTP authentication for the outgoing server ***

CTECH INTERNET

3901 GE ROAD • SUITE 3B
BLOOMINGTON, IL 61761

VOICE: 309.62.4090

FAX: 309.662.4011

WWW.CTECHINTERNET.COM

To view an online tutorial on how to setup Outlook Express, visit CtechInternet.com and click on Support



EQUIPMENT DETAILS (Ctech TO COMPLETE)

A C:Tech Representative will fill in the following equipment and access info:

CUSTOMER NAME WIRELESS TOWER DISTANCE TO TOWER/GPS		
MAC ADDRESS INFO	BRIDGE:	COMPUTER/ROUTER:
EQUIPMENT USED ANTENNA TYPE BRIDGE INFO CABLING/TYPE/LENGTH OTHER ACCESSORIES	MODEL: SERIAL	
IP ADDRESS (BRIDGE) IP ADDRESS (PC/ROUTER) ROUTER INSTALLED? PC O/S		
EXTRA EQUIPMENT EXTRA CABLE		
NOTES		

Ctech Name:

Date of Install:

Reseller Name (If any):
