

# POVN's Wireless Use Policy

In addition to the General Systems Use Policy the following applies to the Wireless Services provided by POVN.

1. POVN owns its wireless system, including client radios and cables. POVN determines the client radio most appropriate for the site and will only install and service radios and cables provided by POVN.
2. The base installation and set-up fee includes the following:
  - a. 100 feet of cable
  - b. Mounting radio to a maximum height of 20 feet
3. The client may incur additional charges for the following which will be determined at the time of the site survey:
  - a. Additional cable or cables
  - b. Clearing of radio mounting location
  - c. Stringing cable through crawl spaces and attics
  - d. Burying cable
4. Servicing and trouble shooting of wireless equipment shall be provided by POVN personnel only. Client self servicing or trouble shooting of the radio and antenna without explicit direction from POVN service personnel will invalidate the warranty and client will be subject to replacement and services charges.
5. All account balances must be current for POVN to provide technical support or on-site service.
6. Should the client request on site servicing or trouble shooting from POVN personnel and it is determined the problem is not with the POVN wireless system, the client shall be billed \$25.00 per hour plus mileage.
7. POVN does not warranty client's equipment and accessories required for use with POVN's wireless system (computer, router, switch, hub, internal cables, etc). Client requested repair or replacement of his/her equipment is billable at \$25.00 per hour plus mileage and parts, if applicable.

8. A client shall NOT share his/her wireless availability with anyone other than those listed as account holders.

9. If POVN is required to repair or replace wireless equipment damaged during the course of home maintenance (i.e., painting, re-roofing, snow removal) the client shall be responsible for the repair or replacement costs.

10. If POVN is required to repair or replace wireless equipment damaged due to maliciousness or theft the client shall be responsible for the repair or replacement cost.

11. Seasonal suspension and reconnection is available once a year at no charge provided the client provides advance notice and the account balance is current.

12. Illegal downloading of copyrighted materials from sites like but not limited to Bit Torrent, is contrary to system policy and may result in the termination of your account.