



April 7th, 2020

Williamson County IT Service
Attn: Thomas Gillespie

Address: 450 FM 1105 Weir TX 78674

Address: 1801 CR 152 Georgetown TX 78626

Per your request below is the installation and plan prices discussed with Rick Hughes, our Network Manager. If you have any questions, feel free to reach out to me.

Installation:

Our Standard Install is \$99 per radio installed.

Our plans are as follows:

Elite	25mbps download x 5mbps upload	\$ 120
Business	30 mbps download x 10 mbps upload	\$ 160
Professional	50 mbps download x 15 mbps upload	\$ 200

Thank you

Candice Hill

General Manager

SOS Communications LLC



INSTALLATION INFORMATION

SOS Communications shall perform all the work necessary to properly install the internet service at the address listed above. Details will be discussed with me by the technician. I understand and agree to the associated cost listed below.

Installation cost consist of ...

1. Standard Install - \$99

Additional items that may be required or requested, and will be discussed with you by the tech prior to install, will be included on your installation invoice.

1. *IF NEEDED*, Tripod (up to 20' pole) cost of \$50 **OR** 50' Pole cost of \$150
 2. *If a Wall Drop is required or requested, the cost is \$75 per drop.*
2. Point-to-Point Install - \$ 250

Additional items that may be required or requested, and will be discussed with you by the tech prior to install, will be included on your installation invoice -

1. *IF NEEDED*, Tripod (up to 20' pole) cost of \$50 **OR** 50' Pole cost of \$150
2. *If a Wall Drop is required or requested, the cost is \$75 per drop.*

Our tech will discuss the best plan based on your area and needs. **Your service plan will be *prorated* from the date of install to the end of the month.**

SERVICE TERMS AND CONDITIONS

1. **SOS offers internet speeds with UP TO speeds.**
2. ***SOS provides NO guarantee that maximum speed of your plan will be available 100% of the time.***
3. SOS makes no guarantees, express or implied, regarding uptime for our wireless service. However, SOS will endeavor to restore service as quickly as possible.
4. Wireless internet is the means by which we deliver internet services to your home or business. This is not the same a WiFi service within your facility. Wifi is made possible through a wireless router. ***We suggest TP Link or Linksys routers, as they are the most user friendly.***
5. We do not provide support for connections to TV 's, tablet's, phone's, game consoles, printers or security cameras. Any customer device which relies upon internet to function is solely the customer's responsibility to set up and operate.
6. We do not configure third party routers, switches or provide guidance how to configure static IPs on customer equipment. If you encounter issues with your equipment, you need to contact a technical professional to assist you.
7. Like your electric utility, we bring the internet to your home or business. How you use it is your business. However, if you engage in illegal activities, law enforcement agencies may require SOS assistance in validating usage.
8. We monitor our network including any and all equipment we install at your location.



9. If your equipment (ie: computer, tablet, etc) gets a malware virus and/or causes issues with our network your account will be suspended until the virus is removed.
10. Signal amplifiers are not allowed because they can cause signal interference issues with your SOS service.
11. We do not offer port forwarding, VOIP, microcells or VPN services. You should use a third party to establish and maintain these services.
12. **If you work from home, you should have a backup plan should there be an unexpected SOS service interruption. SOS is not responsible for loss of data, reports or connectivity with your office. A residential plan assumes the connection is not for business purposes.**
13. **Payment is due on or before the 5th of each month. A \$10 late fee will be charged on the 6th. There is a \$25 charge for any NSF check.**
14. Monthly rates are subject to change to stay within the market parameters.
15. From time to time we do maintenance on our towers and equipment. Every effort will be made to schedule these operations with prior notice and at non-peak utilization periods.
16. Should a customer become abusive, threatening or use unacceptable language with SOS personnel, the company may choose to terminate service and remove SOS equipment from your premises without further consideration. This applies to customers who call the SOS office repeatedly in an annoying and harassing manner.
17. When you cancel service with SOS Communications, we have the right to remove our equipment from the outside of your house without notice.

Service calls

\$50 / hour (\$ 75 / hour, If you have a pole); one hour minimum.

1. **Any damages to equipment or cable from pets, children, other vendors, neighbors, vermin, and animals are the customer's responsibility.**
2. **When contacting the office regarding service issues, SOS may request your assistance in trouble shooting. This should shorten down time and possibly avoid trip and service charges.**
3. **Insurance covers the 1st hour.**

By signing I acknowledge that I have read, understand and agree to the SOS Terms and Conditions of Service.

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