



# Fiber Installation Agreement

Chelan - Douglas - Grant Counties

Phone: 509-888-8888

1-800-992-2112

Fax: 509-884-1716

341 Grant Road

East Wenatchee, WA 98802

Customer Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Cellular #: \_\_\_\_\_ Rep: \_\_\_\_\_

I want to waive the LocalTel Installation Fee by getting a 12 month continuous agreement.

LocalTel TRIPLE PLAY Installation \$199.00\*

CCPUD Install Fee \$20.00\* (Required)

DCPUD Install Fee (No Install Fee)

GCPUD (No Install Fee)

\*Taxes not included.

LocalTel SINGLE or DOUBLE PLAY Installation with Internet \$149.00

## Wireless Internet Firewall/Router

TPLink HX220 or HX510 - \$95

(Take \$25 Off with a 12 month agreement)

## Triple Play Installation Includes:

- ▶ Up to 2 Hours of Labor for the following items:
- ▶ Includes Activation Fees (Phone \$20, Internet \$20, TV \$20)
- ▶ Installation on Exterior Wood/Vinyl Siding
- ▶ Single Story Home (see reverse for multi-story)

Phone: Run from Fiber Box to Phone D-mark Box

- ◆ Up to 75 feet of Cat 5 Cable
- ◆ Exterior Surface Mounted - Simplest Route

Cable TV: Run from Fiber Box to Cable D-mark Box

- ◆ Up to 75 feet of RJ6 Solid Copper Core Coax Cable
- ◆ Exterior Surface Mounted - Simplest Route
- ◆ Initial Set-up of TV and/or 1 Set-top Box, per Initial Order

Internet: Fiber Box to interior Firewall/Router

- ◆ Up to 75 feet of Cat 5 Cable
- ◆ Exterior Surface Mounted Simplest Route.
- ◆ Connection from Fiber Box through one exterior wall to inside room
- ◆ 1 Surface Mounted Complete Jack Box
- ◆ Set-up of Firewall/Router
- ◆ Set-up of TWO devices. (Additional Devices - laptop, smart phone, etc. \$10 each. See other side)
- ◆ 2 - 6 foot Patch Cables
- ◆ Configuration of 1 Computer (see other side for additional computers)
- ◆ 1 E-mail set up

Basic Testing: TV, Phone, Internet & Firewall/Router

## Single/Double Play Installation Includes:

- ▶ Up to 1-1/2 Hours of Labor for the following items:
- ▶ Includes Activation Fees: Phone \$20, Internet \$20, TV \$20
- ▶ Installation on Exterior Wood/Vinyl Siding
- ▶ Single Story Home (see reverse for multi-story)

Phone: Run from Fiber Box to Phone D-mark Box

- ◆ Up to 75 feet of Cat 5 Cable
- ◆ Exterior Surface Mounted - Simplest Route

Cable TV: Run from Fiber Box to Cable D-mark Box

- ◆ Up to 75 feet of RJ6 Solid Copper Core Coax Cable
- ◆ Exterior Surface Mounted - Simplest Route
- ◆ Initial Set-up of TV and/or Set-top Boxes, per Initial Order

Internet: Fiber Box to interior Firewall/Router

- ◆ Up to 75 feet of Cat 5 Cable
- ◆ Exterior Surface Mounted Simplest Route.
- ◆ Connection from Fiber Box through one exterior wall to inside room
- ◆ 1 Surface Mounted Complete Jack Box
- ◆ Set-up of Firewall/Router
- ◆ Set-up of TWO devices. (Additional Devices - laptop, smart phone, etc. \$10 each. See other side)
- ◆ 2 - 6 foot Patch Cables
- ◆ Configuration of 1 Computer (see other side for additional computers)
- ◆ 1 E-mail set up

Basic Testing: TV, Phone, Internet & Firewall/Router

## What Installation does not Include:

1. Installation/repair/upgrade/removal of existing or additional software/hardware.
2. Networking of Computers.
3. Connecting, TiVo's, DVD's, VCR's, Home Theaters, Extra TV's
4. Programming of TV's, DVR's, VHS's, Non-LocalTel Remote Controls or other devices.
5. Repair, upgrade or replacement of pre-existing damaged or incompatible cables or cable components that may be required for service.
6. Repair of Computers, Phones, TV's, VCR's, DVD's or DVR's, etc.
7. Changes or Programming of Telephone, Internet, TV Services and Firewall/Router made after your initial order and installation. Change order/service fees WILL apply.
8. Additional Set-top Boxes.
9. Any other installation requests not listed above.

Revised: April 2024

## FOR FIBER SERVICE - Installation - Cancellation Policy:

I want a 12 Month Agreement: Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

- ◆ I agree that the initial term of this agreement is for 12 months following activation of services, continuing on a month to month basis thereafter.
- ◆ I agree to pay an early cancellation fee of \$69.00 per service that I have (Phone-Internet-Television) if I choose to terminate this agreement prior to fulfilling my 12 month agreement or my service is disconnected and/or sent to collections for failure to pay.
- ◆ I agree to pay the PUD Installation Fee, if applicable, that LocalTel has paid on my behalf to the PUD, if I cancel my services before my agreement ends.

I do not want an Agreement: Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

- ▶ I agree that LocalTel will not be held liable for any loss of revenue, business, undelivered e-mails and/or loss of bandwidth in the event of a planned and/or unplanned, full or partial outages.
- ▶ I agree that LocalTel will not be held liable for any compromise or void of siding or any other warranties on my home as a result of my installation.
- ▶ I understand what IS and IS NOT included with my installation. Any additional requirements that I have may require additional fees and may need to be scheduled for another time.
- ▶ I agree to the above Installation and Cancellation Policy.

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Must be signed by someone listed on the LocalTel Account

\*LocalTel Technicians reserve the right to stop an installation if unexpected complications arise that may require additional labor, material or approval to complete.

## Additional Services and Charges:

### Non-Conventional Construction Installations:

- Non-Sheetrock Walls Quote Only \_\_\_\_\_
- Non-Wood/Vinyl Siding Quote Only \_\_\_\_\_
- Flush Mount Jack Boxes Quote Only \_\_\_\_\_

### Cable/Wiring Runs: In different room or home run to same room

- Additional Computer Runs \$55.00 each X \_\_\_\_\_ = \_\_\_\_\_
- Additional Phone Jack Locations \$55.00 each X \_\_\_\_\_ = \_\_\_\_\_
- Additional TV Runs (on D-Mark floor) \$55.00 each X \_\_\_\_\_ = \_\_\_\_\_
- Attic Wiring \$86.00 hour X \_\_\_\_\_ = \_\_\_\_\_

**Total of Additional Services & Charges:** \_\_\_\_\_  
 (ordered at time of Initial Installation)

### Hourly Rates: 1/2 hour minimum (for additional installation)

Cable/Wiring Technician \$65.00 per hour  
 Trip Charges for Additional Work By Quote Only

### TV Signal Verification:

Channel		5		35	65
	db	C/N	Ns	db	db
CPE					
TV 1					
TV 2					
TV 3					
TV 4					
TV 5					

### Set-top Box Verification:

Qty	Model	LT Ch Map	Connected With
	1850 SD	998	
	3250 HD	998	
	8300 SD DVR	998	
	8300 HD DVR	998	
	Cable Card		

LocalTel Remote:  Programmed

Firewall/Router Serial Number: \_\_\_\_\_

### Wireless Signal Strength:

	Location	Strength
1:		
2:		
3:		

### Speedtest.nwi.net:

Down:	Up:
-------	-----

### Phone Verification:

	Phone Number	LT	V
1			
2			
3			
4			

Fax Line Test:  Send  Receive

### Comments:

I agree to have a LocalTel yard sign placed in my yard for a minimum of 30 days, in exchange for a one time \$25 credit on my account. Initial \_\_\_\_\_

**I approved Additional Services & Charges to be done at the time of my installation**

- ◆ I have agreed to the work listed above.
- ◆ I understand the selected items and/or services will appear on my monthly statement as Additional Charges.

**My installation has been completed to my satisfaction.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Technician's Name/s: \_\_\_\_\_