

**Appendix “A” to the Terms of Service  
NRBN High-Speed Wireless Internet Service  
Installation Protocol**

**Standard High-Speed Wireless Internet Installation**

The following description of what occurs, when the NRBN installer performs a “Standard High-Speed Wireless Internet” installation:

**Outside the home or building:**

**Step 1:** The NRBN installer will confirm a suitable line-of-sight signal from a single NRBN wireless network access point. The NRBN installer will mount the subscriber High-Speed Wireless Internet module to the home or building using a standard mounting bracket.

**Step 2:** The installer runs one outdoor Ethernet cable, up to 75 feet, from the base of the subscriber High-Speed Wireless Internet module to the point of entry into the home or building.

**Step 3:** The installer will seal all exterior holes and use drip loops on all exterior cables.

**Inside the home or building:**

**Step 4:** The installer will run Ethernet cable, up to 50 feet, from the point of entry to the computer’s location in the home or building. In most cases, a small hole is required to be drilled in the outside of the wall to allow entrance of the cable.

**Wi-Fi hotspot equipment:**

The standard installation includes a single Wi-Fi modem. Mesh Wi-Fi extender equipment may be available upon request for an additional monthly fee.

**Step 5:** The installer will hook-up an AC Power Adapter.

**Step 6:** The installer will test the High-Speed Wireless Internet installation with his or her laptop computer to ensure the signal strength is at the required service level and Internet browsing is functioning.

**Step 7:** The installer will provide you with an information sheet and documentation, which will allow you to access the high-speed Wireless Internet service.

## **Non-Standard High-Speed Wireless Internet Installation (additional cost<sup>1</sup>)**

Additional charges may apply for any installation work that falls outside a Standard High-Speed Wireless Internet installation. This includes, but is not limited to, the following:

- running cables in excess of the lengths stated in the (above) Standard High-Speed Wireless Internet installation;
- multiple runs of Ethernet cable within the home or building;
- mounting the subscriber High-Speed Wireless Internet module on excessive heights (e.g. greater than standard one-story roof);
- installing a pop-up tower or tri-pod and pole to improve line-of-sight to a single NRBN wireless network access point;
- installation of a reflector dish and non-penetrating roof mount;
- custom routing of outdoor cables below ground (trenching) or away from the home or building;
- snow removal or equipment removal from the Service Location;
- tree or branch cutting to avoid line-of-sight obstructions.

**Other Requirements:** Customer will at its expense provide all necessary electrical connections and other preparations and alterations to the Site(s) reasonably required by NRBN to install and maintain the Equipment.

**Access to Customer Premises:** For the purpose of restoring the NRBN Wireless Internet Services in the event of an interruption, the Customer acknowledges that NRBN may require access to the Customer's premises. The Customer agrees to provide such access immediately upon NRBN's request at no charge to NRBN.

NRBN may, upon reasonable notice to the Customer, make such inspections, tests and adjustments, as it may deem necessary to investigate, modify or maintain the Wireless Internet installation or operation of the Customer's or NRBN's Equipment or connecting facilities. Upon such reasonable notice, the Customer shall make available to NRBN access to such facilities and the Equipment (including by providing access to the Customer's premises) as may be reasonably necessary in the circumstances. The Customer acknowledges that failure to do so may prevent NRBN from maintaining the network, equipment facilities and Equipment in satisfactory condition and agrees that if the Customer fails to provide such access the Customer will have no remedy for the inability of NRBN to meet its obligations under the Terms of Service.

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<sup>1</sup> Please note: NRBN's installer will provide "Non-Standard" Installation options and pricing, upon request.

Additional Terms and Conditions  
December 5, 2018

**Wireless Service**

<b>Term</b>	<b>Installation Fee</b>	<b>Early Cancellation</b>
no term	\$200.00	not applicable

<b>Term</b>	<b>Installation Fee</b>	<b>Early Cancellation</b>
1, 2, 3, 4 or 5 year terms	waived for Standard Installation	\$200 + 50% of the remaining value of contract term

**Wi-Fi hotspot equipment:**

The standard installation includes a single Wi-Fi modem. Mesh Wi-Fi extender equipment may be available upon request for an additional monthly fee.

