

## Terms & Conditions

### Installation

The installation fee includes the installation of the electronics (CPE), antenna, cat5 cable and no more than a 5' mount. If additional hardware is required such as a long pipe, heavy duty mount and/or a tower, the customer is responsible for the installation and expense of this hardware.

### Billing

1. The 1st bill will be prorated based upon the installation date to align with True802 Wireless's billing cycle which is the last day of every month and will include the Installation Fee.
2. All bills are emailed to the email address provided at sign-up. IF a paper copy is requested by mail, a fee of \$3.00 plus HST applies.
3. If service is terminated, the Customer must return all equipment to True802 Wireless within 30 days of termination or arrange pick-up of equipment with True802 Wireless.
4. Seasonal Service- For seasonal service, the customer can call or email True802 to suspended service for the required period (for a maximum of 5 months) as of the date provided by the customer at no charge and follow the same procedure to reactivate the service at anytime at \$25.00 reconnection charge. Any credit issued for unused service will be applied to the next seasons service. (I.E If service is suspended Oct 15/2020 until April 15/2021 of the respective credit from the remaining days in October would be applied to the first bill in April.)

### Performance

All advertised rates/speeds are provided on a best effort basis up to the maximum rate/speed offered for your selected package. By signing the order form, I confirm that the information I have provided to True802 Wireless, Inc. is true to the best of my knowledge and that I am 18 years of age or older.