



Wireless Use Policy

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

1. 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. Customer premise radio
 - b. Up to 50 feet of cable
 - c. Mounting radio to a maximum height of 20 feet, over requires custom quote.
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. Stringing cable through crawl spaces and attics
 - c. Oversized customer premise radio's which may be required for distances of 5 miles from our tower
 - d. Wireless relays from the customer premise radio, to other buildings or sites
4. POVN does not dig trenches, bury cable, cut trees, dig post holes, install posts or clear areas for installation. For POVN to complete a wireless install the site must be ready for us to mount the radio.
5. Servicing and troubleshooting 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.
6. All account balances must be current for POVN to provide technical support or on-site service.



7. Should the client request on site servicing or trouble shooting from POVN personnel the client shall be billed \$50.00 per hour, with a one hour minimum plus parts, if applicable. This applies to all service calls regardless of who is at fault.
8. POVN does not warranty client's equipment and accessories required for use with POVN's wireless system (computer, router, switch, hub, cables, power supply, etc). Client requested repair or replacement of his/her equipment is billable at \$50.00 per hour plus mileage and parts, if applicable.
9. POVN offers free replacement warranty of customer premise radio's for a period of 12 months from the date of install. If your equipment fails within the 12 month period POVN will replace the radio with one of similar design and capabilities, at our discretion, at no expense to the customer. To request a replacement radio under warranty the customer must contact POVN within the 12 month period. After the initial 12 month period, the radio is the customer's responsibility and if it has a failure the customer must pay for the equipment, and a service call to replace it.
10. A client shall NOT share his/her wireless availability with anyone other than those listed as account holders.
11. If POVN is required to repair or replace wireless equipment damaged for any reason the client shall be responsible for the repair or replacement costs.
12. 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.
13. Seasonal suspension and reconnection is available once a year at no charge provided the client provides 30 days advance notice and the account balance is current. Maximum suspension period is one calendar year.
14. 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.