



## Service Order Form

How did you hear about us?  **Word of Mouth** Referred By: \_\_\_\_\_  
 **Mailer**  **Flyer**  **Google Search**  **Other Search**  **Other** \_\_\_\_\_

### Customer Information

Address: \_\_\_\_\_, \_\_\_\_\_, Utah \_\_\_\_\_  
Name: \_\_\_\_\_ Alternate Contact: \_\_\_\_\_  
Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_  
Email: \_\_\_\_\_ Alternate Email: \_\_\_\_\_

### Internet Service

Package:  **Basic** 10 Mbps / 1 Mbps  **Standard** 25 Mbps / 3 Mbps  **Premium** 40 Mbps / 4 Mbps  **Elite** 60 Mbps / 5 Mbps  **Ultimate** 100 Mbps / 10 Mbps  **Other** \_\_\_\_\_  
Type:  **Residential**  **Business** Router: \_\_\_\_\_  
MRC: \_\_\_\_\_ Install Fee: \_\_\_\_\_  
Notes: \_\_\_\_\_

### Phone Service

Package:  **Residential**  **Business** Port Number: \_\_\_\_\_  
MRC: \_\_\_\_\_ Install Fee: \_\_\_\_\_  
Notes: \_\_\_\_\_

### Billing Information (if different than above)

Name: \_\_\_\_\_ Business Name: \_\_\_\_\_  
Email: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_, \_\_\_\_\_, Utah \_\_\_\_\_

This agreement describes rates, services, and service terms for the services ordered in this agreement only. All rates, services, and terms are subject to the terms and conditions of the Master Services Agreement. In so far as any item in this agreement conflicts with any item in the Master Service Agreement, the items in this agreement shall prevail. I hereby agree to all rates, services, and terms in this agreement. I also agree to all terms outlined in the Master Services Agreement.

**I certify that the above information is true and correct. I understand the above terms and agree to be responsible for payment in full for any services charged on this account.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Installer: \_\_\_\_\_

Date Installed: \_\_\_\_\_

Client Name: \_\_\_\_\_

Client Address: \_\_\_\_\_

CPE Type: \_\_\_\_\_

CPE Mount: \_\_\_\_\_

AP Name: \_\_\_\_\_

Distance: \_\_\_\_\_

CPE Private IP: \_\_\_\_\_

Overall Signal: \_\_\_\_\_

Chain 0: \_\_\_\_\_

Chain 1: \_\_\_\_\_

Rate TX: \_\_\_\_\_

Rate RX: \_\_\_\_\_

Future Trees?: \_\_\_\_\_

Ant Placement: \_\_\_\_\_

Wiring Method \_\_\_\_\_

Location of Power Supply: \_\_\_\_\_

Location of Phone Adapter: \_\_\_\_\_

VoIP Adapter IP: \_\_\_\_\_

Location of Router: \_\_\_\_\_

Router Brand: \_\_\_\_\_

Router Model: \_\_\_\_\_

Router SSID: \_\_\_\_\_

WPA Key: \_\_\_\_\_

Static IP: \_\_\_\_\_

PPPoE User: \_\_\_\_\_

PPPoE Pass: \_\_\_\_\_

Previous ISP: \_\_\_\_\_

Speed: \_\_\_\_\_

MRC: \_\_\_\_\_

Other Notes: \_\_\_\_\_

## Final Checklist

- Weatherproofing of the antenna and cable is complete.
- The antenna and mount are secured and all components are tightened down.
- All equipment is plugged into a surge protector.
- Customers computer(s) can access the internet.
- Ping times and the speed test confirm that the connection is working well.
- The customer has written down their router's SSID and WPA key. **Attach to top of the router!**
- The customer knows the location of their router and their CPE power adapter (Antenna Power Supply).
- The customer has filled out and signed the Service Order Form.
- The customer troubleshooting sheet has been filled out correctly and the customer has it in a safe place.
- The customer understands to follow the listed instructions before contacting customer support.