



Pre-Installation Customer Checklist



Please read and initial each point below:

- ___-I understand all Exede equipment installations require a 24-month commitment, and failure to fulfill that contract obligation, for any reason, may initiate termination penalties.
- ___-I have **reviewed** and **signed** the Exede Customer Agreement. I understand that the Extended Protection Plan is required for every Exede account.
- ___-I understand that additional charges may apply for non-standard installations.
- ___-I agree to make monthly payments via credit card [VISA OR MASTERCARD] or electronic funds transfer if I am not an electric customer of St. Croix Electric Cooperative.
- ___-I understand network and computer security is my responsibility and I will provide virus protection for all computers accessing the Exede network at my premises, as well as maintain all necessary operating system updates. I understand that I will provide my own wireless equipment and maintain my own wireless network.
- ___-I understand advertised speeds are not guaranteed and actual speeds may vary.
- ___-I understand service may be interrupted from time to time for a variety of reasons (including interruptions due to acts of God [including weather], power failure or any other cause beyond our control). Exede and DishUp Communications shall not be liable for any loss of profits, loss of revenue, or damage to data.
- ___-I understand the Exede Service is subject to the data usage limits described in the Data Allowance Policy for each Service plan. If data allowance is exceeded before the monthly reset date, service will be slowed. On a monthly basis, usage will be reset to zero, at which point speeds will be restored.
- ___-I understand it is my responsibility to maintain the e-mail address for this account (**dishup.us**). This email address will be the primary means of communication for all notifications, updates, and alerts pertaining to your Exede account. DishUp Communications will not share your addresses with anyone.

I HAVE READ AND UNDERSTAND THE ABOVE ITEMS AND AM READY TO BECOME AN EXEDE CUSTOMER:

Customer Signature: _____ Date: _____

Email address: _____

Phone Number(s): _____

Print Customer Name: _____

Street Address: _____

City, State, & Zip Code: _____