



<b>P.O. Box 125</b> <b>Keams Canyon, AZ 86034</b> <b>(928)738-HOPI (4674)</b> <b>(928)738-0097 Fax</b>	<b>5200 E. Cortland Blvd E110</b> <b>Flagstaff, AZ 86004</b> <b>(928)-522-8428</b> <b>(877)522-8428 Toll Free</b> <b>(928)526-0242 Fax</b>
<b>Website: <a href="http://www.hopitelecom.net">www.hopitelecom.net</a></b>	

**\*\*TAKE ADVANTAGE OF OUR MAINTENANCE AGREEMENT \*\***

(See last page)

**Contact Name:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

**Date Called:** \_\_\_\_\_

**Physical Address:** \_\_\_\_\_ **City:** \_\_\_\_\_

**Billing Address:** \_\_\_\_\_ **City:** \_\_\_\_\_

**State:** \_\_\_\_ **Zip Code:** \_\_\_\_\_

**Customer wants install?** \_\_\_\_Y\_\_N

**Preferred email address:**(\_\_\_\_\_ )@hopitelecom.net

- \_\_\_ 1. Will this install be at a: \_\_\_Residence or a \_\_\_Business
- \_\_\_ 2. If this is a residential install, do you own or rent your home?
  - 2a. If on the Hopi Reservation, do you reside at Walpi Housing Complex?  
 \_\_\_Yes\_\_\_No
  - 2b. If yes, we must contact Walpi Housing Management prior to your install for their approval.
- \_\_\_ 3. Which Exede Package would you like to order?
  - \_\_\_Exedes 5-10 (up to 5Mbps down, 10G availability), 5 email addresses (\$49.99)
  - \_\_\_Exedes 5-15 (up to 5Mbps down, 15G availability), 5 email addresses (\$99.99)
  - \_\_\_Exedes 5-25 (up to 5Mbps down, 25G availability), 5 email addresses (\$129.99)
- \_\_\_ 4. How many computers do you have that you will be connecting to the internet service?
  - \_\_\_1 \_\_\_2 \_\_\_3 \_\_\_Multiple
  - 4a. If you have more than 1 computer do you need a router? (Price of \$79.00)  
 \_\_\_Yes\_\_\_No  
 Wired (see 4b) or wireless (see 4c)? \_\_\_\_\_

- 4b. If wired, what is the distance to the next computer? \_\_\_\_\_  
Do you need an Ethernet (NIC) card? (Price of \$36.00)  
\_\_\_\_ Yes \_\_\_\_ No  
How many computers? \_\_\_\_\_

\*Additional \$100.00 per cable run to additional computers for wired networks.

- 4c. If wireless, what is the distance to the next computer? \_\_\_\_\_  
Do you need a **wireless USB Adapter**? (Price of \$60.00)  
\_\_\_\_ Yes \_\_\_\_ No  
How many computers? \_\_\_\_\_

**Note: Questions 5 thru 12 must be answered while customer is at their computer!!!**

- \_\_\_\_ 5. What Windows operating system do you currently have on your computer?.  
(Exede Supported Operating Systems) (*If you have Macintosh, go to 5a, 5b and 5c.*)  
\_\_\_\_ XP (Service Pack 3) \_\_\_\_ Windows Vista \_\_\_\_ Windows 7
- 5a. OS10.4 or higher required. \_\_\_\_\_
- 5b. If a problem occurs and we are unable to get a Exede connection on your MAC,  
you may be required to pay technical support charges with Apple to get your  
system up and running.
- 5c. MAC users need to have original system CD's available during install.
- \_\_\_\_ 6. What is your processor speed? \_\_\_\_\_ (must be faster than 300 megahertz, same  
for Macintosh) \*Note: Click on Start, Control Panel, and then System. In the General Tab  
under Computer is the processor speed and RAM.
- \_\_\_\_ 7. How much RAM? \_\_\_\_\_ (must be more than 128 mega bytes)
- \_\_\_\_ 8. How much free disk space do you have? \_\_\_\_\_ (must be more than 100 Mega  
bytes \*Note: Double click "My Computer" icon, right click on C:, click properties, and  
then free space.
- \_\_\_\_ 9. Do you have an Ethernet card? (NIC card) \_\_\_\_ Yes \_\_\_\_ No (same for Macintosh)
- \_\_\_\_ 10. Do you have any open USB ports? \_\_\_\_ Yes \_\_\_\_ No
- \_\_\_\_ 11. Do you have active, up to date Anti-Virus Software on your computer? \_\_\_\_ Yes \_\_\_\_ No  
If no, go to question 13.  
If yes, what is the name of the software? \_\_\_\_\_
- \_\_\_\_ 12. Do you have active, up to date Spy Ware Software on your computer? \_\_\_\_ Yes \_\_\_\_ No  
If no, go to question 13.  
If yes, what is the name of the software? \_\_\_\_\_

\_\_\_13. If customer does not have active up to date Anti-Virus and Spy-Ware Software, Exede internet service will not work. HTI can provide Anti-Virus software for free provided by Grisoft and also free Spy Ware during installation. If customer does not install Anti-Virus and Spy-Ware Software, they agree to and acknowledge that they will be required to pay the full amount for the equipment and will be bound to a 1 year contract at \$49.99, \$69.99 or \$79.99 per month. Exede takes seriously computers infected with viruses and spy ware. Customer acknowledges that they will not be able to connect to the internet via Exede if they get or have a virus.

Customer's signature (**REQUIRED**) \_\_\_\_\_

Date signed (**REQUIRED**) \_\_\_\_\_

\_\_\_14. Customer requests HTI to provide virus software during install. \_\_\_Yes \_\_\_No

Customer's signature (**REQUIRED**) \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_15. HTI WILL RUN A VIRUS SCAN ON THE COMPUTER BEFORE BEGINNING THE INSTALLATION. IF HTI FINDS VIRUS/VIRUSES ON THE COMPUTER, HTI WILL NOT CONTINUE THE INSTALLATION UNTIL THE CUSTOMER AGREES TO ALLOW HTI TO CHARGE \$65.00 PER HOUR TO REMOVE THE VIRUS/VIRUSES. IF CUSTOMER REFUSES TO ALLOW HTI TO REMOVE THE VIRUS, CUSTOMER AGREES TO BE BILLED AND PAY IN FULL PRIOR TO HTI PERSONNEL LEAVING THE PREMISES FOR THE TIME SPENT DRIVING TO THEIR LOCATION. A FEE OF \$65.00 PER HOUR FOR DRIVING TO CUSTOMER'S LOCATION WILL BE ASSESSED. A MINIMUM CHARGE OF \$65.00 WILL BE ASSESSED.

Customer's signature (**REQUIRED**) \_\_\_\_\_

Date signed (**REQUIRED**) \_\_\_\_\_

**Note: Questions 1 thru 15 must be answered correctly and signed where applicable before customer's name will be placed on the installation list.**

\_\_\_16. Can we install the satellite dish on your roof by inserting screws into your shingles?

\_\_\_Yes \_\_\_No (If no go to 16a)

16a. Can we install the satellite dish on the side of your home/business?

\_\_\_Yes \_\_\_No (If no go to 16b)

16b. Can we install the satellite dish in your yard on a pole mount?

\_\_\_Yes \_\_\_No (If yes, go to 16c, if no, go to 16d)

16c. Pole mount installed by HTI costs an additional \$125.00 along with a ground rod that costs \$6.00. Pole must be installed within 10' of house or we charge an additional \$2.00 per foot for trenching past the 10' maximum. Customer must have utilities located prior to HTI personnel arriving on site. Failure to do so will result in no installation and a service charge of \$65.00. Customer may install own pole at own risk. Pole installation must be as follows, no deviations allowed:

1. Pole must have inside diameter of 2 inches
2. Pole must have outside diameter of 2-3/8 inches
3. Pole must measure at least 8 feet long
4. Pole must be of schedule 40 galvanized steel pipe
5. Pole must have at least a 9 inch steel rod installed through the base of the pole to prevent rotation

6. Pole must be secured with at least 3 bags of quick-setting concrete
7. Pole must have at least 36 inches below ground and 60 inches above ground
8. Pole must be able to withstand 300 pounds of pull pressure per attachment point
9. Pole must be away from overhead power line, electric lights, and power circuits
10. HTI will not guarantee installation on customer provided pole
11. Customer is required to pay an additional \$27.99 for pole mount adapter to mount satellite to pole, no exceptions.
12. Ground rod installed by HTI is required at a charge of \$6.00

16d. Can we install a non-penetrating roof mount on your roof?

Yes  No (If no, notify customer we cannot install their system)

\*Non-Penetrating roof mount costs \$35.00 along with 8 concrete blocks at \$1.50 each. (Total is \$47.00)

17. ***Payment for equipment, first month's internet service and additional items is required in full upon arrival for installation.***

Payment may be made by the following: check, cash, Money Order, AMEX, Visa, MasterCard and Discover Card. If paying by check, a \$25.00 returned check fee will be applied for all returned checks. If paying by credit card please provide the following information:

1. Full Name on Card: \_\_\_\_\_
2. Card Type: VISA MC DISCOVER AMEX
3. Card Number: \_\_\_\_\_
4. Expiration Date: \_\_\_\_\_
5. 3 or 4 digit security # on back of card: \_\_\_\_\_
6. Address card statement is mailed to including zip code  
\_\_\_\_\_
7. Monthly recurring internet service fees may be automatically billed to your credit card. Do you give HTI/LSC authorization to do this?  Yes  No  
Date authorization provided \_\_\_\_\_

1. Is the exterior of your home:  brick,  stucco,  siding or  Trailer?

2. Do you have a clear view of the southern sky so that there are no trees or homes/business obstructing your view?  Y  N

3. Do you currently have coax cabling installed in your home? \_\_\_\_\_  
We would like to remind you that we will be required to run coax cabling on the outside of your home.

4. Is your home/business  one or  two story?

5. Is there an accessible attic in your house/business?  Y  N

6. Please provide or draw directions to your residence/or place of business where the Exede system will be installed, and submit with application.

**\*\*Required:** Please show major highway #, intersection(s), mile marker(s) and maybe color of the building(s), etc.

\_\_\_7. Are there any questions that you may have that we can assist you with? Let us provide you our contact information in case you think of any additional information you would like to know.

**Hopi Telecommunications Inc  
P.O. Box 125  
Keams Canyon, AZ 86034  
(928)738-4674**

**We'll be happy to provide you any other information.**

**REMEMBER THAT AN ADULT OVER THE AGE OF 18 MUST BE PRESENT**

**A very important message to our customers:**

**Once an install is scheduled, customer is required to notify HTI via phone 24 hours in advance of scheduled install to cancel or reschedule install. If this 24 hour notice is not provided, HTI has the right to charge your account a \$100.00 fee.**

Customer's Signature: \_\_\_\_\_SSN# \_\_\_\_\_

Date \_\_\_\_\_

**HOPi TELECOMMUNICATIONS, INC.**  
**P.O. Box 125, Keams Canyon, AZ 86034**  
**(928)738-HOPi (4674)**  
[www.hopitelecom.net](http://www.hopitelecom.net)

**Exede Technical Support 1-888-817-8948**

**Exede Subscriber Maintenance Agreement**

A Subscriber is advised to sign up for the Subscriber Maintenance Agreement at the time an order is placed for Exede due to items not covered by Exede or Hopi Telecommunications, Inc.

Our Subscriber Maintenance Agreement covers the following:

- Service calls for modem &/or tria issues. Subscriber must 1<sup>st</sup> call Exede Technical Support Exede Technical Support will determine if a service call is needed.
- Replacement of defective modem caused by normal usage
- Relocation of Dish in the event of trees growing in the site path
- Providing telephone technical support
- Relocation of equipment due to structural repairs and remodeling
- Equipment relocation due to orbital satellite changes

What our Subscriber Maintenance Agreement does not cover:

- Replacement of Exede system caused by Natural Disasters; lightning, wind, water, etc... (may be covered by Homeowner's insurance)
- Problems caused by viruses or spam
- Physical damage caused by abuse or neglect
- Physical damage caused by fire or flood
- Theft
- Computer networking

We charge \$10.00 per month. Subscriber Maintenance Agreement fee is billed with the monthly service.

If a subscriber calls Exede Technical Support and it is determined that a service call is needed, and the subscriber does not have our Subscriber Maintenance Agreement, the cost is a minimum of \$55.00 plus parts.\*\*Prepayment for the service call and equipment will be required for accounts that do not subscribe to our Subscriber Maintenance Agreement. This is subject to increase.

\*\*Note: Cost of parts are: Tria \$283.15 each / Modem \$236.00 each

_____Purchase of Subscriber Maintenance Agreement_____	
Signature Here	Date
_____Decline Subscriber Maintenance Agreement_____	
Signature Here	Date