



## **Webformix Wireless Internet Access Service Agreement**

1. **General:** This Agreement is made by and between Webformix Company (Webformix), an Oregon corporation with a headquarter address at 67 NW Hawthorne Ave., Bend, Oregon, 97701 ("Webformix") and Customer ("Customer") as identified below. This Agreement shall be effective on the date that it is executed by Webformix following Customer's execution ("Effective Date"). This Agreement sets forth the terms and conditions pursuant to which Webformix shall provide the "Service" (as hereinafter defined) to Customer. As used herein, "Service" shall refer to Webformix's Wireless Internet access ("wireless Internet access") Service which shall consist of high-speed access to Webformix's Internet Protocol ("IP") network, which access shall be provided via a wireless connection between Webformix and the Customer's wireless Internet access point. The Service shall afford connectivity, via Webformix's IP network, between a Customer location and the Internet and/or a local area network ("LAN").

2. **Dish Location and Cable Run:** The Webformix Field Technician explained where the dish needs to be mounted to receive the best signal, and how the cable will be run into the house. I have approved the location, and understand moving the dish or wire in the future will incur a \$75 rewire fee.

3. **Rates and Charges:** Payment. Customer agrees to pay all applicable rates and charges set by Webformix that is set forth and incorporated by reference of set monthly charges and one-time charges. In addition to such rates and charges, Customer shall be responsible for any and all fees and taxes, if any, which may be imposed by any Internet registration authority, in connection with the registration and maintenance of Customer's domain name (s) or Internet addresses, if any. Billing for the recurring component of the Service shall be monthly in advance. Payment for the non-recurring component of the Service, including initial setup and installation fees, shall be payable upon execution. Charges shall be due upon the due date listed on the customer invoice and payable within five (5) days of such date. Any amount not paid within such period shall cause the account to be suspended until the full amount due is paid including the \$20.00 reactivation fee. If Customer disputes any portion of an invoice, Customer shall timely pay the full invoiced amount and provide Webformix, within thirty (30) days of payment, a written statement supporting Customer's position regarding the dispute. Webformix shall determine in its good faith business judgment whether such invoiced items were erroneous, and shall issue a credit to Customer if it so determines. Webformix reserves the right to change or modify the rates and charges for the Service, or eliminate or modify certain components of the Service, upon not less than forty five (45) days advance written notice to Customer. In the event of such a modification or elimination with respect to the Service, Customer will pay all sales and use taxes, as well as duties or levies, arising in connection with the Service. Customer's execution of this Agreement signifies Customer's acceptance of Webformix' s initial and continuing credit review and approval. Webformix reserves the right to withhold implementation of service pending completion of Webformix' s credit review and/or collection of a security and/or equipment deposit.

4. **Equipment & Security Deposit:** In addition to the installation fee, Customer shall pay a security deposit of \$50 at the time this agreement is signed. This deposit shall be returned to Customer upon termination of this agreement and return of all Webformix owned equipment, subject to the option of Webformix to apply it against any outstanding charges. Customer gives Webformix permission to enter the property upon termination of service for whatever reason to recover our outdoor equipment. If all Webformix equipment is not returned the entire deposit shall be forfeit. Any amounts refundable to Customer shall be paid within 30 days of termination of this agreement AND return of all Webformix equipment (whichever is LAST). Any equipment not returned within 30 days of the termination of this agreement shall be deemed to be lost by Customer, and Customer agrees and understands that the full amount of their deposit will be forfeited at that time.

5. **Term and Termination:** (a) This Agreement shall be effective upon the Effective Date and continue until the expiration or termination (its "Term") shall commence on the date upon which, with respect to the Service ordered, the Service is made available for use by Customer, and continue on a month to month basis and may be terminated by either party by giving written notice at least thirty (30) days prior thereto but in the absence of such notice, If Webformix has suspended the Service, Webformix shall require a reconnection fee of \$20.00 in order to resume Service. Termination shall not relieve Customer of its obligation to pay all fees for Service accrued and owing up to and including the date of termination or otherwise payable pursuant to Section 4(a) above, nor shall it preclude Webformix from pursuing any other remedies available to it, at law or in equity. (b) In the event a law or regulatory action prohibits, substantially impairs or makes impractical the provision of Service under this Agreement, as determined by Webformix, Webformix may, at its option and without liability, terminate this Agreement or modify the Service or the terms and conditions of this Agreement in order to conform to such action ("Regulatory Modification"); provided, however, that Webformix shall provide thirty (30) days written notice prior to Customer of any such Regulatory Modification, unless Webformix determines, in its good faith business judgment, that it is necessary to reduce the foregoing notice period. Use by Customer of the Service after implementation of a Regulatory Modification shall constitute acceptance by Customer of such changes.

6. **Best-Effort Service:** Webformix is a Best-Effort Delivery Internet Provider. Being a wireless provider, speeds can vary from location to location. Below is a chart of default maximum data rates:



Service Tier	Maximum download	Maximum Upload
Basic	9 Mbps	2 Mbps
Value	15 Mbps	3 Mbps
Pro	25 Mbps	4 Mbps
Ultra	40 Mbps	8 Mbps

**7. Rights and Obligations of Customer:** Customer represents that (a) it has full right and authority to enter into this Agreement; (b) it will not use the Service in any manner which is in violation of any law or governmental regulation, (c) the "Customer Data" (as hereinafter defined) will not violate or infringe the rights of others, including, without limitation, any patent, copyright, trademark, trade dress, trade secret, privacy, publicity, or other personal or proprietary right; (d) the Customer Data will not include indecent or obscene material or constitute a defamation or libel of Webformix or any third party and will not result in the obligation of Webformix to make payment of any third party licensing fees; and (e) it will comply with all relevant export and encryption laws and regulations of the United States. For purposes of this Section 4, "Customer Data" shall mean the text, data, images, sounds, photographs, illustrations, graphics, programs, code and other materials transmitted through the Service. Webformix does not sell your data. Email addresses will be used for billing, planned outage notifications, Webformix-related marketing, and client satisfaction surveys only. Any marketing emails will offer the option to unsubscribe.

**8. Equipment or Software Not Provided By Webformix:** Customer shall be solely responsible for the installation, operation, maintenance, use, and compatibility of equipment or software not provided by Webformix, and Webformix shall have no responsibility or liability in connection therewith. In the event that equipment or software not provided by Webformix impairs Customer's use of any Service: (a) Customer shall nonetheless be liable for payment for all Service provided by Webformix; and (b) any service specifications or service levels generally applicable to the Service shall not apply. Customer shall cooperate with Webformix in setting the initial configuration for its equipment's interface with the Service and comply with Webformix's instructions in connection therewith.

**9. Equipment Provided By Webformix:** All Equipment, except for equipment which you have purchased and paid for in full, will at all times remain the property of Webformix. You may not mortgage, sell, transfer, lease, encumber or assign all or part of the Equipment to anyone. You agree to pay for the full retail cost of the repair or replacement of any lost, stolen, not returned, damaged, mortgaged, sold, transferred, leased, encumbered, or assigned Equipment or part thereof, together with any costs we incur in obtaining or attempting to obtain possession of any such Equipment, up to a maximum of \$1,000 plus applicable taxes. Webformix owned equipment must be plugged into a surge-protected power strip. You may provide your own surge protection.

**10. Rights and Obligations of Webformix:** (a) Webformix, at its sole discretion, may secure domain names and assign Internet address space (subject to reasonable availability) for the benefit of Customer during the Term, and Webformix will route those addresses on Webformix's network; it being understood and agreed that neither Customer nor any of its "Users" shall have the right to route these addresses. Customer understands and agrees that it shall have no ownership interest in any IP address which Webformix obtains on Customer's behalf and that Webformix shall retain ownership of all such IP addresses, and upon termination of the Agreement, Customer's access to and utilization of such IP addresses shall terminate. (b) Customer agrees that it is solely responsible for assessing its own computer and transmission network needs and the results to be obtained therefrom and Webformix exercises no control whatsoever over the merchandise, information and services offered or accessible on the Internet. Webformix shall use commercially reasonable efforts to (i) monitor its network and its interconnection to other networks and (ii) maintain its network, including interconnections, in an operational state (except during scheduled maintenance).

CUSTOMER ASSUMES TOTAL RESPONSIBILITY FOR CUSTOMER'S USE AND USERS' USE OF THE SERVICE, SOFTWARE, OR EQUIPMENT PROVIDED BY WEBFORMIX, IF ANY, AND THE INTERNET. CUSTOMER UNDERSTANDS AND AGREES FURTHER THAT THE INTERNET (1) CONTAINS MATERIALS SOME OF WHICH ARE SEXUALLY EXPLICIT OR MAY BE OFFENSIVE AND (2) IS ACCESSIBLE BY PERSONS WHO MAY ATTEMPT TO BREACH THE SECURITY OF WEBFORMIX'S AND/OR CUSTOMER'S NETWORK. WEBFORMIX HAS NO CONTROL OVER AND EXPRESSLY DISCLAIMS ANY LIABILITY OR RESPONSIBILITY WHATSOEVER FOR SUCH MATERIALS OR ACTIONS AND CUSTOMER AND CUSTOMER'S USERS ACCESS THE SERVICE AT CUSTOMER'S OWN RISK. EXCEPT AS SPECIFICALLY SET FORTH HEREIN OR IN THE ADDENDUM, THE SERVICE, AND RELATED SOFTWARE AND/OR EQUIPMENT PROVIDED BY WEBFORMIX, IF ANY, ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO ADVICE OR INFORMATION GIVEN BY Webformix, ITS AFFILIATES OR ITS CONTRACTORS OR THEIR RESPECTIVE EMPLOYEES SHALL CREATE A WARRANTY. Some states do not allow the limitation of implied warranty, and therefore certain provisions may not apply to customers located in those states.

**11. Limitation of Liability:** TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT SHALL WEBFORMIX, ITS AFFILIATES OR AGENTS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OR



LOST OR IMPUTED PROFITS OR ROYALTIES, LOST DATA OR COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES ARISING FROM OR RELATED TO THE SERVICE OR THIS AGREEMENT WHETHER FOR, AMONG OTHER THINGS, BREACH OF WARRANTY OR ANY OBLIGATION ARISING THEREFROM, AND WHETHER LIABILITY IS ASSERTED IN, AMONG OTHER THINGS, CONTRACT OR TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE AND STRICT PRODUCT LIABILITY) WHETHER OR NOT WEBFORMIX HAS BEEN ADVISED OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE. WEBFORMIX'S LIABILITY HEREUNDER SHALL IN NO EVENT EXCEED AN AMOUNT EQUAL TO THE AVERAGE MONTHLY RECURRING CHARGE PAID BY CUSTOMER FOR THE SERVICE, SUCH AVERAGE MONTHLY CHARGE TO BE CALCULATED BASED UPON THE PERIOD COMMENCING ON THE EFFECTIVE DATE AND CONCLUDING ON THE DATE A CLAIM IS MADE. CUSTOMER HEREBY WAIVES ANY CLAIM THAT THESE EXCLUSIONS DEPRIVE IT OF AN ADEQUATE REMEDY OR CAUSE THIS AGREEMENT TO FAIL OF ITS ESSENTIAL PURPOSE. The foregoing sets forth Customer's exclusive remedy for breach of this Agreement by Webformix. Some states do not allow the exclusion of incidental or consequential damages, and therefore certain provisions hereof may not apply to customers located in those states. The provisions of this Section 9 allocate the risks between Webformix and Customer and Webformix's pricing reflects the allocation of risk and limitation of liability specified herein.

**12. Indemnity:** Customer agrees to defend, indemnify and hold Webformix and its affiliates harmless from any and all liabilities, costs, and expenses, including reasonable attorneys' fees, related to or arising from: (a) any breach of this Agreement by Customer or Users; (b) the use of the Service or the Internet or the placement or transmission of any information, software or other materials on the Internet by Customer or Users, including but not limited to any Customer Data; (c) acts or omissions of Customer, Customer's agents or Contractors in connection with, among other things, the installation, maintenance, presence, use or removal of equipment or software not provided by Webformix connected or to be connected to the Service; and (d) claims for infringement of any third party proprietary rights, including copyright, patent, trade secret, and trademark rights, arising from the use of any services, equipment and software not provided by Webformix.

**13. NonSolicitation of Employees:** Customer shall not, during the Term of this Agreement and for a period of one (1) year thereafter, directly or indirectly solicit, employ, offer to employ, nor engage as a consultant, any employee of Webformix with whom Customer had contact pursuant to this Agreement, without the prior written consent of Webformix.

**14. Non Disclosure:** Except with respect to information in the public domain or which is legally required to be disclosed, Customer shall not disclose any of the terms and conditions of this Agreement to any third party during the Term and for a period of twelve (12) months thereafter.

**15. Assignment/general usage:** Customer shall not assign this Agreement or, resell the right to use the Service without the prior written consent of Webformix. Wireless internet access utilization is not metered; but we reserve the right to either suggest an upgrade of service (more bandwidth, dedicated connection) if the bandwidth exceeds normal customer utilization patterns or termination of service if service is utilized in an inappropriate manner. An example of inappropriate usage of service would be: \* Reselling or sharing of bandwidth. \* Sharing pirated intellectual property. \* Utilization of services in a manner not in agreement with federal or state statutes.

**16. Interference and downtime:** Your computer must meet the minimum system requirements. Wireless bandwidth speeds are not guaranteed and may experience changes due to atmospheric conditions, interference, server load, and other factors out of the control of Webformix. Wireless connections may not work in some locations due to obstructions. The maximum liability for service issues or downtime is the monthly rate of the selected service tier. The amount of credit issued, if any, will be determined by Webformix based on the service issues or downtime.

**17. Miscellaneous:** By using Webformix's wireless Internet access service, Customer agrees with all of the terms and conditions of this service agreement listed above, Customer also understands that these terms and conditions may change at any time and that it's the responsibility of the Customer to periodically check for any changes to this agreement.

**18. Signature:** I have read and agree to the terms of this Webformix Wireless Internet Access Service Agreement. I understand that the terms of this agreement might change without notice. I understand that current revisions to this document will be readily available at <http://www.webformix.com/legal/> I know to contact Webformix if I have any questions relating to this.

**Signature:**

**Date:**



## Webformix Internet Rates

Choose YOUR Plan	Basic	Premium	Pro	Ultra
<i>Cost per Month</i>	\$57	\$78	\$109	\$148
<i>Download Speed</i>	9 Mbps	15 Mbps	25 Mbps	40 Mbps
<i>Upload Speed</i>	2 Mbps	3 Mbps	4 Mbps	8 Mbps
<i>Install Fee**</i>	\$100	\$100	\$100	\$100
<i>Equipment Deposit***</i>	\$50	\$50	\$50	\$50
<i>Static IP (Optional)</i>	\$10	\$10	\$10	\$10
<i>Hand Crafted Support</i>	X	X	X	X
<i>No Contracts or Usage Caps!</i>	X	X	X	X
<i>30 Day Money Back Guarantee</i>	X	X	X	X
<i>No Cable or Phone Line Required</i>	X	X	X	X

All speeds are best-effort service estimates and indicate the maximum speeds to be expected for a given service tier. Available bandwidth and transfer rates may vary on network usage and individual connection performance.

1: Installation does not include a router or associated configuration. Webformix does not require the use of a specific router, and customers are welcome to provide their own as long as they are comfortable setting it up, putting a password on it, and keeping the firmware up to date. Alternatively, we sell wireless routers for \$75, and this includes set up, support, and warranty. We will replace a faulty router for free during the first year, and at our cost in the following years for as long as someone remains a customer.

2: We do require that our equipment be plugged into a surge protector (not just a power strip!) to reduce the chance that it is destroyed by lightning or other power surges. The customer is welcome to provide the surge protector they would like us to use at the time of installation. Alternatively, they can be purchased from us for \$10.

3: Super Power User service tier only available in select areas. To find out if our new high-octane top tier is available in your area, give our office a call!



## **Payment and Support Information**

Payments can be made through our website at [www.webformix.com](http://www.webformix.com)

**Good news! There is NO need for a customer number, user name, or password!**

Click on make a payment at the top of the screen and fill in your information.

You can choose to make one-time payments **OR** set up autopay with either a card or by EFT check with your bank.

**If you need to update your information at any time with a new credit card or bank account, please re-sign up for autopay. The new information will override the previous account information.**

### **Payments can be mailed to:**

Webformix  
67 NW Hawthorne Ave  
Bend, OR 97703

### **Phone number:**

541-385-8532 or 1-866-web4mix

### **Physical location (lobby):**

67 NW Hawthorne Ave      or      204 NW 4th St.  
Bend, OR 97703                      Grants Pass, OR 97526

Checks can be dropped off after hours through our mail slot on our front door. We will receive and process them **the next business day**. PLEASE NOTE: The Webformix offices have no cash on hand.

### **Support hours:**

9AM-5PM M-F

### **Call back support:**

12PM-5PM Sat & Sun

If we are on the other line, please leave us a message and we will call you back.

Remember to power cycle your equipment and or bypass the router prior to making your call. Our tech support team will verify with you during the call that the power cycle has been performed. You can always check the network status at our website at: [www.webformix.com](http://www.webformix.com)

**Note to clients:** Be vigilant for scams! Be cautious of any pop-up screens, contests, or requests for personal and/or credit card information that claim to be from Webformix Company. You did not win a free iPad or Walmart gift card from us. These are scams that pop up when some websites are visited.



## **Webformix F.A.Q.**

Q. When is my payment due?

A. Your bill date is the same day as you were installed. You pay your first month at time of installation. Invoices are for the upcoming month. While invoices are due on the date on them, there is a 30 day grace window before service is automatically suspended.

Q. Do you offer autopay?

A. Yes! You can visit our website at [Webformix.com/new\\_payment.php](http://Webformix.com/new_payment.php) and check the "Sign up or change recurring autopay" option at the top. Or you can call the office and we can get it set up for you!

Q. Can I get a paper invoice in the mail?

A. Typically we invoice via email. We can send a paper invoice, however, we do add a \$1 Save-a-Tree-Fee for this service.

Q. Am I locked into anything?

A. Absolutely not. We have no contracts. You can change your plan with a phone call.

Q. Do you have a Snowbird Policy?

A. Yes! If you're going to be gone for a month or more, contact us before you leave to have your service suspended, and the cost reduced to \$10/mo while you're gone.

Q. What if I need help?

We have many troubleshooting tools at our disposal and want to make your internet experience as smooth as possible. If you require assistance, please don't hesitate to get in touch! Support can be reached at 541-385-8532 and selecting option 1. Alternatively you can email [support@webformix.com](mailto:support@webformix.com), or visit our website, click the "contact us" button at the top, and fill out a contact form.

Q. What is a NAT error on my gaming console?

A. A NAT type of 'Strict' is caused by the topology of our network and may impact gaming with other users that also have a 'Strict' NAT type. The most direct solution to this problem is to utilize a Static IP.

Q. What is a public, static IP and why would I need one

A. A public, static IP is a special type of connection that allows direct access to your home network from elsewhere in the world. A static IP is usually used to access a VPN server located in your home or a system such as security cameras.





## **Webformix Facts**

Need assistance? Please power cycle your router and outdoor equipment (see enclosed sheet for instructions) prior to contacting us. Eliminating the simple problems first really helps to take a load off our support staff.

We are a small company, and although we try, we cannot answer every phone call. If you get voicemail, PLEASE leave a message! We will get back to you!! Messages are returned in the order they are received. Alternatively, you can email [support@webformix.com](mailto:support@webformix.com) for assistance.

Office hours are 9am to 5pm, Monday through Friday. Saturday and Sunday we offer call back support from 12pm to 5pm. If you call after hours or on a weekend, please leave a message!

If you have any issues with, or questions about our service, please don't hesitate to get in touch. We have many troubleshooting tools at our disposal, and we're here to help!

In order to help minimize costs, Webformix has chosen to use a batch electronic payment processor, and we only process once per week on Fridays. This means that when you turn in a one-time payment, it does not immediately process. It is added to the weekly batch which will be turned in to the processor on Thursday to run on Friday. Also, charges from Webformix will appear on your bank or credit card statement labeled as "APS (or Automated Payment Systems), Sandy, UT.

If you are not satisfied with the service, we do offer a 30-day money-back guarantee. We want our clients to be happy, even if that means they're not our clients.

If you are not on autopay, invoices generate and send about two weeks before their due date.

If you are on autopay, invoices will be generated and sent the day before the date on them, merely for your records and as a reminder we'll be pulling payment on whatever Friday follows. Invoices will not indicate you're on autopay, but should something happen to go wrong with your payment, we would be in touch long before letting anything happen to your connection.

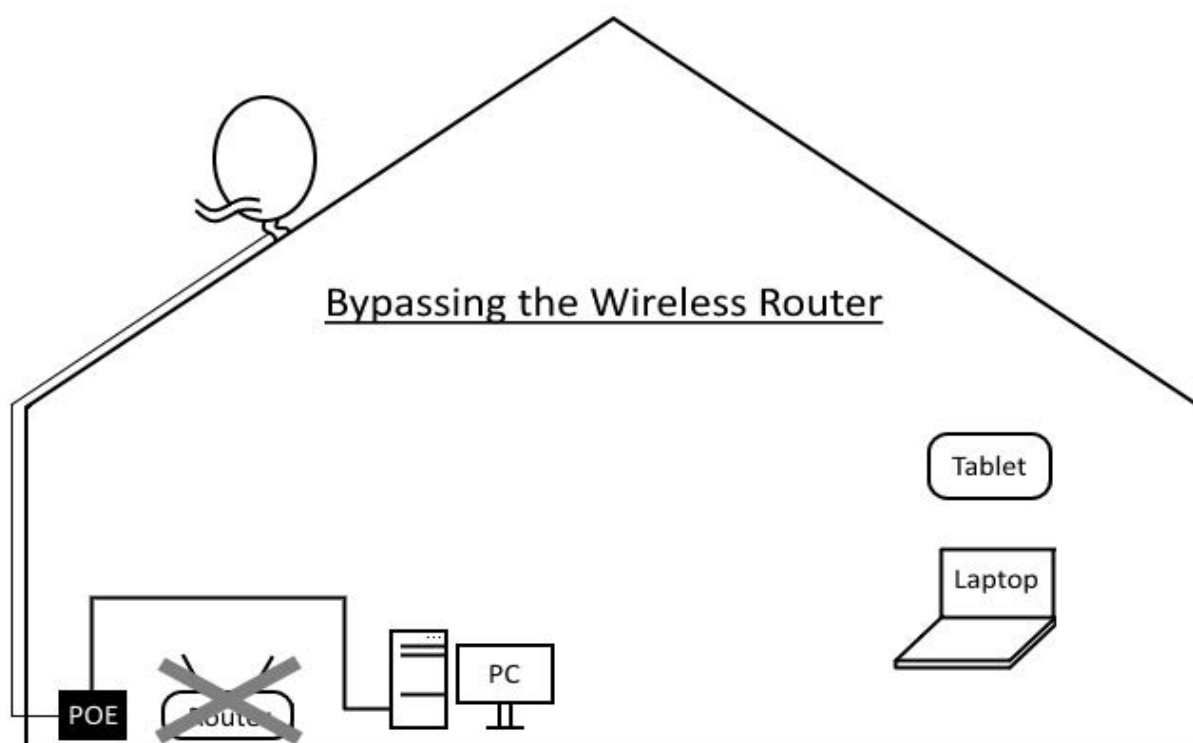
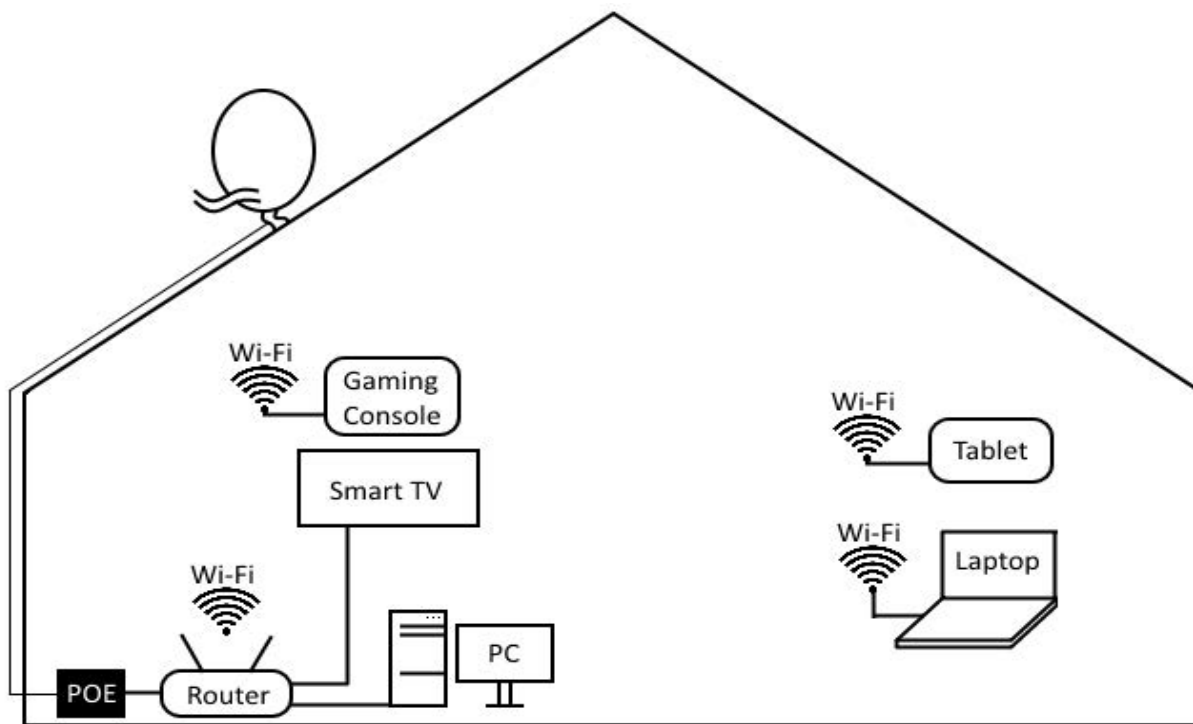
Webformix offers VoIP (Voice Over Internet Protocol) phone service. It's \$25/mo and has unlimited local and long-distance within the continental United States. VoIP is a great substitute for a traditional copper line, but it is not a replacement. If your phone needs are business or medically critical, a copper line is your best bet.

If your service is suspended for non-payment, your account may be subject to a \$20 reconnection fee to reinstate services.

Standard Definition video is 480p. High Quality video is 720p. High Definition video is 1080p. Ultra High Definition is 2160p (3840 x 2160), 4K is 4096 x 2160.



## Basic Home Network Configuration & Troubleshooting









## Bypassing the Wireless Router

If you have lost your internet connection, or your internet speed is slow, we may ask you to bypass your Wireless Router. To do this, unplug the power cable on the router, then connect one of your computers directly to the POE (power supply/plug-in) with an Ethernet Cable. The diagram below shows what this looks like. This will help us determine if the Wireless Router is the cause of the problem.

## The Power Over Ethernet (POE/Power Supply) Adapter

The function of the POE (power supply) is to provide power to the antenna/radio outside and to carry data between the radio and your computer or router. If any of the connections are not secure, your internet service may not work. Please Note: If you plug your computer or router into the port for the radio (labeled 'Gigabit DATA+POWER'), you could possibly damage the equipment. The type of wire that connects the POE (power supply) with your computer or router, and connects the POE (power supply) to the radio, is called CAT5 or Ethernet Cable.



It looks like this:

## Power Cycling the POE

If you experience a loss of service, the first step to take is to Power Cycle the antenna/radio. To do this, remove the power cord from the POE. Wait 30 seconds and then plug it back in. If this corrects the issue, service will return in 5-15 minutes. In many cases, it's a good idea to power cycle your router as well. This can be done by unplugging the power cord from your router for about 30 seconds. Do NOT press any 'RESET' button on the router, as this will reset configuration. **POE and cables should be arranged as pictured.**

