



Important Information and Purchase Terms:

Install Details: For all service appointments a person over the age of 18 is required to be present for the duration of install. The standard installation process includes up to 100 feet of ethernet cabling, and 1-2 hours of labor depending on number of technicians. Should any additional time and/or cabling be needed, they will be billed at \$0.30 per foot for cable and \$70 per hour per technician. Our technicians will ask you to sign off for final approval on your installation at the end of your appointment.

Payment Details: Your payment method will be processed approximately 1-2 business days after the install is complete for the monthly prorated portion for service, as well as any additional equipment that was requested (i.e. routers) needed to complete the install.

The Technology: We utilize multiple technologies to deliver our service. Our wireless service is a fixed wireless microwave technology, meaning our tower sends a wireless signal to a receiver on the exterior of your home. This technology requires our technicians to mount a dish/ receiver to the roof or siding of your home and to thread Cat5/Cat6 cabling into your home to bring the signal to a Wi-Fi router. Our fiber service is an aerial or trenched fiber strand technology, meaning we use physical line from a near by pole or hand-hole to the exterior of your home. This technology requires our technicians to mount a weatherproof enclosure to the siding of your home and thread fiber strand into your home to bring the signal to the Optical Network Terminal ("ONT") where a Wi-Fi router is connected.

WiFi Router Disclosure: If you provide your own WiFi Router, Visionary cannot guarantee compatibility with our service. Although not required, we recommend our Worry Free WiFi Router option for guaranteed compatibility and optimal customer experience.

This agreement is expressly conditioned upon Customer's continued compliance with Visionary's acceptable use policies as posted on its web site at [VCN-Terms-and-Conditions-12.20.22.pdf](#), including any changes that may subsequently be made.

This agreement is for an initial term reflected on the Service Order with the starting date of the term effective on the date of actual activation. After the initial term this agreement shall automatically continue from month-to-month unless terminated by either party ("Notice of Cancellation") with at least thirty (30) days prior notice. Visionary may not increase the monthly price during the agreement term. After the agreement term it may be modified, alter or amend the prices upon thirty (30) days' written notice to customer. Upon cancellation by customer, Visionary will bill customer for monthly charges for thirty (30) days following the Notice of Cancellation.

Upon acceptance of this order by Visionary, the company will use its best efforts to provide dedicated connection service. Before installation begins Visionary requires a deposit or prepayment.

Customer may cancel this order without penalty at any time until the work has begun to install the connection. If work has started on the connection, customer agrees to pay Visionary actual costs incurred up to cancellation. Customer agrees to pay reasonable attorney's fees associated with Visionary's collection for invoiced amounts. Wyoming shall be the choice of law for this Agreement.

In lieu of signature, receipt of the attached Terms and Conditions, constitutes Customer's acceptance of the Service(s).