

Home Networks

1. AGREEMENT

The following terms apply to your use of the SKYBEAM Home Networking Service (“the Service”) in conjunction with your SKYBEAM high speed internet service and the respective agreements as found on the SKYBEAM Texas website at www.skybeam.com.

2. TERM

The initial term of this agreement is twelve (12) months from the date of purchase of the product.

3. CANCELLATION

To cancel the Service you must call 1-866-411-FAST (3278) or write to SKYBEAM, Customer Service Manager, Home Networking Service, 3261 FM 663, Suite D Midlothian, TX 76065

If you are dissatisfied with the Service or any related terms, conditions, rules, policies, guidelines, or practices, your sole remedy is to discontinue using the Service, cancel your account, and pay any cancellation fees that apply.

Cancellation will be effective at the end of the current billing period in which notice of cancellation is received.

SKYBEAM may terminate this Agreement, your password, your account, or your use of the Services for any reason, including, without limitation, if SKYBEAM, in its sole discretion, believes you have violated the Agreements or if you fail to pay any charges when due. Termination notice will be by email or U.S. Mail to the address you provided for the Service. All notices to you shall be deemed effective on the first (1st) day following the date of the email or on the fourth (4th) day following the date of the mailing.

4. HARDWARE REQUIREMENTS

For PC:

Windows NT (4.0 Workstation with Service Pack 3 or higher), Windows 2000 (no server versions of NT 4/5 supported), and Windows XP We do not support Windows 9x or ME although properly configured they should work with our system.

Macintosh:

Mac OS 8.0 or higher; Mac OS X is supported via Ethernet connections only

5. TECHNICAL SUPPORT POLICY

Due to the wide range of hardware and software configurations and compatibility, it may not be possible for SKYBEAM to provide technical support for your current set of products. In certain circumstances, it may be necessary to refer you to the manufacturer of your hardware or software vendor for technical support of their products. SKYBEAM will use its best effort to provide support for the following configurations:

Up to 4 Machines Sharing Broadband Connection

One Network Configuration (192.168.0.1/255.255.255.0 only)

Single Windows-based Printer Network Setup (the customer will be directed to the printer manufacturer for issues related to printer defects)

Equipment sold by SKYBEAM Texas:

The range (or radius of coverage) of up to 75 feet for wireless devices in most situations (your local radio/microwave interference may inhibit performance, see details below)

SKYBEAM will not be able to provide technical support for the following:

Network Faxes or Scanners

Ethernet Printers

Inter-operating-system file sharing (i.e. do not support NT <-> 9x, 9x <-> MAC, MAC <-> NT)

"Traveling" network machines, Local LAN support only (users should record their Home Network settings for their "traveling" laptops, as settings to use other networks will usually be different.)

Internet server support (ftp, pop, smtp, web....)

VPN support

Interference to a wireless LAN due to other products transmitting energy in the same frequency system (i.e. microwaves, multiple wireless LANs, etc....)

Multiple Home Network setups

6. PAYMENT

Prices are subject to change at any time. You agree to pay the following:

Wireless product: \$179.95 startup fee with \$10.00/month equipment rental.

7. INSTALLATION

SKYBEAM will provide you with a carrier grade radio transceiver, power supply and one Ethernet port for access to the radio network. Additional ports are available at an additional charge. Customer will provide Ethernet connectivity to the radio port via a broadband router.

Moving to another location will result in a minimum \$100 move fee associated with transporting the system and reinstalling it at the new location. Additional equipment may be required at the new location and would be at an additional charge.

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