

# **UNITED TV STEREO**

243 DIVISION ST

COBOURG, ON

K9A 3P9

PHONE: 905-372-6832

FAX: 905-372-6832

Email:unitedtv@xplornet.com

*Thank you for choosing United TV Stereo as your Xplornet high speed internet installer. The below information is an overview of what has been discussed with you during our initial conversation concerning the installation of your Xplornet system.*

***Pre-installation-*** Upon your initial visit or call to United TV Stereo the sales representative will have asked you for your address so that they may check the site map to see what your location is, and which tower, or towers, **may** be able to service your home. Using the computer system is not an exact science as there are many variables which may cause an unforeseen issue with a signal to your home. This map can only tell us if you are in range of any towers and what direction we would probably be aiming to, get you a signal.

Trees and buildings will impede the line of site on all Canopy and Expedience products, however, the Xplornet Expedience system allows for the signal to bounce and therefore we are, at times, able to get the signal from an unexpected direction. This is why an, on-site survey is required before we are able to give you a definite go ahead for installation.

There are some towers in Northumberland County that now have some panels on "STOP SELL" due to the panels being full. We are not able to install any new customers on these panels and you will have been made aware of this during your conversation with our sales rep. However, as stated above, the 3.5 Expedience product, allows for the signal to bounce and on occasion we are able to get the signal from a panel that is not on "STOP SELL", even though you are in the line of site for a STOP SELL panel. An on-site, site test is the only way to determine if this will work at your location.

Should you decide to go ahead with a site test, please read below for applicable charges.

## **Costs**

### **Pre-installation charge-**

A charge of \$60.00+tax will be charged to you and is payable **prior** to booking your site survey. This charge may be paid by phone using credit card (Visa/MC/Amex/Sears) or you may pay by cash or debit card at the store. This charge covers administration and the site survey costs and is **not refundable** unless we are able to install **at the time of the site survey**.

When installation is completed you will receive a United TV in-store credit for the above amount. This credit may be used for a store purchase or for a refund after 40 days from the date of the installation and must be used within 6 months of installation date. If you

take advantage of the **Xplornet** 30 day money back guarantee the above credit or refund will be null and void.

### **Booking**

A date will be booked for you (upon payment of pre-installation charge). This is a **definite** booking failing extreme weather or illness, in which case you will be contacted to reschedule.

You will be given an **approximate** arrival time. Due to the nature of site surveys and installations an exact time is not possible. If you are the first appointment of the day the installer should arrive between 9:00 and 10:00am. For any other appointments you will be given a window within which the installer should arrive failing any issues at previous service calls.

**Basic installation-** Regular price \$199.00 (see [www.xplornet.com](http://www.xplornet.com) for current installation specials as discussed).

Basic installation covers **up to** 2 hours total labour for the mounting of the SM (antenna), at no higher than a 1 storey level (10'), one hole drilled through the exterior of the home to the interior landing in the computer room, activation of the equipment, activation of your Xplornet account and instruction on connection of the system to your computer. This does not cover the purchase or installation of a router. This product and service is available upon request at set prices. Please discuss with your installer.

### **Non-Basic installation**

A Non-Basic Installation covers: **Up to** 2.5 hours total Labour for Mounting the SM on the wall above a 1 story level (10'). It also covers installation on a TV tower (above a 1 storey level), (all towers must be safe & secure and to code.) A non-basic also covers installations where the equipment is mounted on roof or additional cabling is required.

A non- basic installation will have a charge of **\$125.00** over & above the current price of a basic installation.

### **Additional charges**

Additional charges will apply for extra hardware when required. (eg. Tripod & pole, antenna systems, extension poles for antennas etc.)

Additional \$75.00/ hr will be charged for installations requiring more than 2.5 hours. Please be sure to inform us if you feel your installation will require this extra time so we can book enough time on the installers calendar.

Installations where the module is mounted on a TV tower over 50 ft require a custom cable run which is charged separately. We are also required to have a ground man on site with the installer for jobs at this height. A charge of \$50.00/hour will apply for the extra man.

### **Payment**

*Payment for installation must be received upon completion of the site survey and prior to installation.*

*We accept payment on site via credit card (Visa, MC, Amex, Sears) or cash. Cash payments must be exact amounts as the installers do not carry change with them.*

**Monthly payments** (Payable to Xplornet)

*Xplornet takes their monthly payment via credit card or bank debit and is an automatic withdrawal. An activation fee of \$49.00 will be charged (to your bank or credit card) upon activation of your internet account. At this time you will also be charged a prorated amount for your monthly service for the remainder of the month that you have the system installed. (eg. If you have the system installed on the 15<sup>th</sup> of the month you will be charged for the remaining 15 days). Any questions concerning your payment or account should be directed to Xplornet @ 1-866-841-6001. Anyone wishing to speak with Xplornet about a particular account must be named on the account as per the Xplornet privacy policy.*

*United TV Stereo does not collect, and is not in any way responsible for payments or changes in Xplornet pricing or policies for your Xplornet service.*

**30 DAY Money Back Guarantee**

*Xplornet (not United TV Stereo), offers a 30 day money back guarantee. Please see [www.xplornet.com](http://www.xplornet.com) for details.*

*The guarantee does not cover any extra charges for a non-basic installation (\$125.00), additional labour charges, or equipment purchased to install your system. These charges will not be refunded. Equipment such as tripods and poles etc. that may have been used to install the system are not returnable items.*

**Who must be on site for installation**

*If the homeowner cannot be on site we **must** have an adult (18years or older) on site for the site survey & installation. This individual will have the responsibility of authorizing and signing for the installation location. (eg. Where the SM is mounted, holes are drilled and wires are run). They will also have to have your bank or credit card information (to set up you payment process) as well as a the customers drivers licence number, to set up your Xplornet account. And they will have to pay for any services completed that day.*

*Be sure you are comfortable with leaving this responsibility to someone other than yourself as once the installation is completed, if you would like any changes made to the original installation, it will be at your expense.*

**If you live in a rental property**

*United TV Stereo must have written consent from your landlord to complete the site survey and installation of the Xplornet Equipment. This must be submitted to us prior to the site survey date.*

**IMPORTANT!**

*We encourage all potential Xplornet customers to go to [www.Xplornet.com](http://www.Xplornet.com) to read Xplornet's legal policies. You can find these by going to the bottom of any page of the*

*Xplornet website and clicking on the word “legal”. You can also see all service package pricing on this website. If you are in Northumberland county special pricing, that we have discussed, will not be shown on the site. It will refer only to National pricing.*

### **Please note**

*United TV Stereo strives to give you the best possible experience when installing your Xplornet system, please let us know if you have any questions, comments or concerns that may allow us to improve our service.*

### **Service**

*Please be aware that United TV Stereo is a **contracted** installer and servicer for Xplornet and that we **must** follow the protocol put forth by Xplornet where service is concerned. If you have an issue with your Xplornet service, you **must** contact Xplornet @ 1-866-841-6001 to trouble shoot your system with Xplornet’s tech support. Only Xplornet can issue a work order for United TV Stereo to work on your equipment and without the work order we cannot go on a service call.*

### **Tower installations**

*If during your site test we are not able to get a line of site from your rooftop, there may be a chance that at a higher location we would be able to lock onto a better signal. A suggestion may be made by the installer, that adding a TV tower would **possibly** allow us to gain enough height to lock in a strong enough signal to install the system.*

### **Please be advised** that this is a **suggestion only**.

*There is no way for the installer to give a guarantee of a line of site, without first locking a signal to the panel. So unless the panel is at the height suggested, and a signal is locked on, and we can see the signal strength and Quam rating as being sufficient to install, we cannot guarantee that the installation of a tower will solve your issue.*

*A **suggestion** would be to have a bucket truck take the installer up to a level where we can **possibly** lock the signal, we then measure the height and can tell you what height a tower would be necessary. If you choose to go ahead with this suggestion there would be a cost to rent the bucket truck with an operator ( approx. \$70.00/hour). The hiring of this company would be your responsibility and you would have to arrange for them to meet our installer at your home to do a **second** site test from the bucket. There would be a second site test charge for our man to come back to re-test at a cost of \$60.00. Of course there is still a chance that no signal will be available. This is your decision.*

*The cost of purchasing a house mounted TV tower can range from approx \$500-\$900 + installation at \$75.00/hour (approximately 3 hours work).*

*If you choose to go ahead with a tower installation, in the hopes of getting a line of site, it is **your** decision. If after installing the tower we are still not able to get a sufficient signal to install the Xplornet system, United TV Stereo **will not** be held responsible for any cost of the installation of the tower or equipment. If United TV Stereo was hired to install the tower, and no signal is available, and you no longer want the tower, we would take the equipment back into stock with 20% restocking fee + a labour rate of*

*\$75.00/hour to remove the tower. As you can see this can be a costly decision, and should not be entered into lightly.*

*Should you have any questions concerning any of the above information please contact us at 905-372-6832 or 1-877-708-6832.*