

## INSTALLATION CHECKLIST

Date: \_\_\_\_\_ Scheduled Date: \_\_\_\_\_ AM \_\_\_ PM \_\_\_  
 Account#: \_\_\_\_\_  
 Name: \_\_\_\_\_ Phone#: \_\_\_\_\_ Email Billing Address: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Email: \_\_\_\_\_ Password: \_\_\_\_\_

MAC Address: \_\_\_\_\_ Connection Speed: 1.5meg 3meg 6meg 10meg  
 Purchase modem: Yes No / Modem maintenance Yes No MTA (internet & phone) Maintenance only!  
 modem maintenance/MTA CC#: \_\_\_\_\_ Exp: \_\_\_\_\_

Amount to Collect: \_\_\_\_\_ Special Instructions: \_\_\_\_\_

Installation Requirements	Customer Support
<p><b>Pre-Install</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Customer signs Acceptable Use Policy and Service Agreement</li> <li><input type="checkbox"/> Record on Installation Checklist any flags or errors in the Device Manager</li> </ul> <p><b>Modem Use and Care</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Placement and ventilation requirements</li> <li><input type="checkbox"/> Recommend that cable modem always be powered on</li> <li><input type="checkbox"/> Review cable company documentation (e.g. cable modem agreement, if applicable)</li> </ul> <p><b>Installation</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Install and configure cable modem</li> <li><input type="checkbox"/> Verify that all modem lights display correct settings</li> <li><input type="checkbox"/> Verify Internet and TCP/IP settings</li> <li><input type="checkbox"/> Ensure connection being made to the internet</li> <li><input type="checkbox"/> Perform speed test</li> </ul>	<p><b>Online Content</b></p> <p>Local news portal</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Give demonstration of site, including brief instruction on account tools (e.g. adding additional e-mail addresses, changing passwords, checking traffic usage, etc.)</li> <li><input type="checkbox"/> Set as Home Page, add favorites/bookmarks</li> </ul> <p><b>Customer Awareness</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Getting help and technical support</li> <li><input type="checkbox"/> Network traffic and common reasons for exceeding traffic amount</li> <li><input type="checkbox"/> Read Acceptable Use Policy</li> <li><input type="checkbox"/> Usage Limits</li> <li><input type="checkbox"/> AUP on Website www.kuhncom.net</li> </ul>
<p><b>Disclaimer</b></p> <p>The Customer hereby assumes all risk of loss of data from any and all causes or in any way related to or resulting from the sales, repair or service products by Installer. Customer hereby releases Installer from any claim or liability related to any loss of data. The Customer has been warned about the potential for information to be damaged or lost, and was recommended to backup any information.</p> <p>Any conflict or interruption of service that occur after a successful installation that are attributed to the user changing settings preferences or adding/deleting hardware/software which result in another service call will be billed at a standard hourly rate.</p> <p>If the service is disconnected, the Customer agrees to return the cable modem, power pack, network interface device, and Ethernet patch cord to their local cable office or must pay for the full replacement value, which may exceed full retail price for each item not returned.</p> <p>IF BALANCE DUE ON ACCOUNT WILL BE AUTOMATICALLY CHARGE TO CREDIT CARD ON FILE.</p> <p>BY SIGNING BELOW CUSTOMER HAS READ AND AGREES TO INSTALLATION CHECKLIST AND ITS' CONTENT</p>	
Installer Signature	Customer Signature

24/7 Internet Technical Support 1-866-833-4950

**Notes:**