

## Freewire Broadband Service Acceptance

Thank you for purchasing services from Freewire. We have completed the installation and provisioning processes for your services.

If your services are not performing as expected you must call the Freewire Tech-Support line at 503-614-8282 and open a trouble ticket. Unless you open a trouble ticket within 1 business day of receiving your welcome letter, you are agreeing that the services are performing as stated in the signed service order and according to the appropriate Freewire SLA. You will be responsible for all charges agreed upon in the signed service order including any applicable monthly service fees. The monthly service fees will commence on the earliest of either the date you start using the service, or the service acceptance date included in your welcome email.

By signing this service acceptance document you are further certifying that your services are working as agreed upon in the signed service order, the installation work at your site(s) has been inspected, and any problems that may have existed with the installation or provisioning of your services have been resolved to your satisfaction.

If you do not sign this document you are not released from your obligation to pay for the products and services agreed upon in the signed service order, and monthly service fees may still commence as outlined above and in your welcome email.

Please sign below and fax back to 503-614-8283 or email a scanned copy to [support@gofreewire.com](mailto:support@gofreewire.com).

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Company

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Print Name and Title

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Sign

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Date