

WILDBLUE PRE-INSTALLATION QUESTIONNAIRE

****WildBlue Equipment and Service must be installed by a certified installer!**

1)Installation Preferences. This does not guarantee location.

ANTENNA/SEPARATE TOWER INSTALLATION ARE NOT COMPATIBLE WITH THIS DISH

Roof Mount – CAN ONLY BE INSTALLED ON ASPHALT SHINGLES

**Dish can not be installed on metal, slate, wood shingles, or mobile homes without permanent foundations

Side of House Wood Frame Brick Masonry Other _____

**WildBlue can not be installed on vinyl, stucco, or certain metal surfaces

Yard-Pole Mount

Self-Install(**must meet specifications as listed on the back side of this page**)

Professional Custom Install(**Approx Cost \$125 includes labor, materials, and 10' of trenching**)

Separate Structure (i.e., garage, shed)

Mounting must be accessible with a 25 foot ladder and within 100 feet of the computer or router

2)Connection

Ethernet connection is required. This connection looks like an oversized phone jack and has 8 prongs.

Is there an Ethernet connection available? YES NO

If not how will you obtain Ethernet connection? Self-Install(**must be in working condition**)

Installation Labor(\$25) **AND** Ethernet Card(\$25)

3)Networking

MULTIPLE COMPUTERS and/or WIRELESS LAPTOPS REQUIRE A ROUTER AND NETWORK SETUP

How Many Computers do you want online? _____ How many of them are wireless laptops? _____

Who will do your networking?

In Place or Self Install(**must be in working condition**) Installation Labor(\$60) **AND** Router(\$60 plus tax)

4)AntiVirus Software – Customers are responsible for valid and updated subscription to virus definitions through an antivirus software program at all times.

What antivirus software is installed or will be installed ? Norton McAfee OTHER _____

5)Latency

Latency is a delay in signal and an issue with Satellite Internet which can cause a minimum 0.5 of a second delay in your computer receiving a signal back from the Internet. This will affect the following real-time applications: High-speed gaming, Voice over IP(VOIP), or Virtual Private Network(VPN).

I understand that WildBlue and United Services do not support or recommend the use of these real-time applications with WildBlue Internet _____ *(please initial here)*

6) Fair Access Policy

To provide a fair and accessible service, WildBlue sets usage thresholds (see chart below) on the amount of data you can upload and download within a rolling 30 day period. If you exceed these thresholds, WildBlue will temporarily limit the speed at which you can send and receive data over the WildBlue network. Common contributors to high bandwidth usage can include file sharing, data backup, online gaming, virus or security intrusion. For full FAP policy visit www.wildblue.com/legal/fair.jsp. WildBlue reserves the right to modify bandwidth allocations.

	Value Pak	Select Pak	Pro Pak
Upload Threshold (MB)	2,300	3,000	5,000
Download Threshold (MB)	7,500	12,000	17,000

I understand that my bandwidth usage is subject to the Fair Access Policy as reference here, on the website, and the back of the service contract _____ *(please initial here)*