



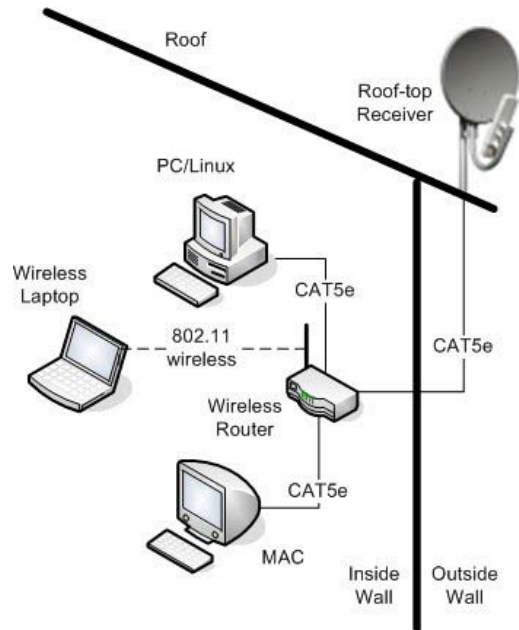
Standard Installation Overview

What's Included in the Standard Installation?

On the day of installation, we will mount the receiver on your rooftop (or best signal location) and run up to 100-ft of the CAT5e computer cable (stapled along the outside of the house), through the wall, and into the room where the router will be located. The router will then be configured to work on our network, and we will verify successful Internet access from the router and at least one of your computer(s).

Every standard installation includes the following parts and labor:

- Up to 100 feet of **outdoor-rated CAT5e cable**.
- Receiver (CPE) **mount and** associated installation **hardware**.
- The roof-top **CPE and power supply**. Equipment is owned by Guacamole Press, LLC (leased) and must be returned upon cancellation of service.
- A **wireless B/G**. 1-year warranty included.
- **Email accounts** (Optional). POP emails @solanowireless.com, plus webmail (15 MB storage), Dr. Web Antivirus and SpamAssassin spam filtering.
- **Activation and uptime monitoring** on the network.
- **FREE software updates** for the CPE and router.
- **FREE technical support** during normal business hours. After hours by appointment.



IMPORTANT: Since we do not know the history or condition of your computer(s), we cannot be responsible for ensuring Internet access from *all* your computer(s). We will make an effort to connect all computers connected directly to the router or connecting to the router via a wireless network connection. Should you need computer repairs or virus/spyware removal, please contact a computer repair technician.

Additional Installation Charges (if applicable)

- Additional outdoor-rated CAT5e cable (beyond the 100-ft provided) charged at \$0.50/foot.
- Non-penetrating roof mounts (e.g. commercial warehouse buildings, etc.) additional \$100.
- Extension pole, guide wires and associated hardware, additional \$75.
- "Wall fishing" of the network cable, attic crawls, sub-floor crawls charged at \$90/hour.
- Walk jack, additional \$15.

What You Need to Have

Wireless Internet is not the same as *wireless networking*. Wireless Internet refers to the "signal" between our transmitter(s) and your roof-top CPE. The wireless router is a component of *wireless networking* (e.g. your internal computer network).

You are responsible for:

- Any **wireless network cards** for those computer(s) connecting *wirelessly* to the router only. The wireless router has four (4) wired ports which can be used to connect computers directly

to the router (and no wireless network cards are required). A typical setup is where one desktop is connected directly to the wireless router while other desktops/laptops are connected via a built-in or wireless card (laptops) or internal or USB network adapter (laptops/desktops).

- **Current antivirus software.** If you do not have a current antivirus product installed on your computer(s), we provide links on our website to FREE antivirus products.
- Computer(s) running Windows 2000/XP/Vista, Mac OS X, Linux 9+, or equivalent.

Frequently Asked Questions (FAQs)

For a comprehensive list, please visit our website at <http://www.solanowireless.com/plans/faqs.htm>.

Q: Do I need a telephone line for the Internet?

A: No. Wireless Internet does not use a telephone line like dialup or DSL does. The receiver on your roof is connected *directly* to a router via a CAT5e computer network cable.

Q: Will weather affect my Internet connection?

A: No. Heat, cold, rain, snow, etc. does not affect your wireless Internet connection. Environmental factors that *can* affect wireless Internet include strong solar flare-ups (the same that affect FM radio and cell phone signals).

Q: Can I connect more than one computer to the Internet?

A: Yes. The monthly service charge allows you to connect up to four (4) computers at the monthly price of the plan you subscribed to. If you require more connections than that, please contact us for additional pricing information.

Q: Does the service give me Internet access when I'm out of town or traveling?

A: No. The service is a point-to-point, fixed wireless Internet service. That means you have to be within range of your wireless router at home/work to get Internet access.

Q: Do you provide dialup Internet as a backup?

A: No. Dialup Internet is a telephone-line based service and our network doesn't operate through a phone company.

Q: Is there a limit to how many hours a day/week/month I can use the Internet?

A: No. Your Internet connection is "always on" and we do not limit you to X hours per month usage.

Q: Does Solano Wireless limit large downloads?

A: We do not limit file downloads of <300MB. Files larger than 300MB will automatically be moved to a slower download queue so as to not adversely affect service to other customers on the network. If you have large files to download, please start the download process late at night.

Q: I am an online "Gamer." Are there any restrictions imposed?

A: Not under normal circumstances. We give priority to five (5) ports: secure socket layers (SSL, banking, SSH, secure sites, etc.), web browsing, emailing, ftp, and telnet. All other services are placed on a lower priority at high-traffic times (including common gaming ports).

Q: Can I get my money back if I don't like the service?

A: Yes. If you don't like the service for any reason, just contact us at anytime during the first thirty (30) days and we will come collect the equipment and refund you 100% of the installation and first month's charges.

Guacamole Press, LLC dba Solano Wireless Internet

PO Box 5843, Vacaville, CA 95696

707-446-4130 Office ~ 707-455-7229 Fax