

IMPORTANT CHANGES

PLEASE READ



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2018 Service Update

Thank you for continuing to choose Air Wans as your wireless Internet service provider (WISP)! We constantly strive to provide the most reliable unlimited wireless internet at the most competitive prices. It's been nearly one year since Apps Communications adopted Air Wans, and with our continual network upgrades, we're updating some policies that will take effect January 1, 2018. We've summarized the changes that may affect your service below:

Rate Increases

Under the terms of your agreement, Air Wans may change the pricing for services after the initial service term of one year. Consistent with the terms of your agreement, Air Wans is increasing the price for services which enter into month-to-month status. The amount of increase is determined by your package of Services, but will be approximately 5% of your normal monthly service fee. If you have been our customer for less than twelve (12) months, your monthly rate will not change.

Extended Warranty

For current subscribers, after the initial service term of one year, all equipment ownership is transferred to the subscriber. **Once the initial term has lapsed, all equipments including, but not limited to, mounts, radios, routers, cable, modems, and/or switches, are no longer covered by Air Wans Limited Warranty** (see website for full text). Should a problem arise with your Air Wans service or equipment after the initial term has lapsed, the subscriber will be responsible for their equipment repair/replacement costs, plus labor at the current rate of \$110/hr (subject to change without notice).

For peace of mind and protection against large service bills, Air Wans is beginning to offer an **Extended Warranty** at the base price of \$15/mo. This plan will cover labor and equipment repair for your Air Wans service, which includes your radio, any cable run by Air Wans, and any router or access points installed by Air Wans. For example, if you experience a power surge which resets your radio to factory default settings, **the average out-of-warranty cost to replace the radio and configure it is over \$300** (\$120 for the radio + approx. 2 hours of labor). **With Air Wans Extended Warranty, you also get priority service, which means you wouldn't pay a penny for the service call and would be up and running within one business day.**

For current customers, the **deadline to sign-up for the Air Wans Extended Warranty is February 25, 2018**. New customers will have the option to enroll in the Air Wans Extended Warranty for 60 days after their installation.

(see more on back)

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Preferred Method of Payment: **Auto-Pay with ECheck**

For customers who want to have their bill out of sight and out of mind, we encourage you to sign up for our preferred method of payment: ECheck auto-pay. As a highly accredited business, we've partnered with our colleagues at JP Morgan Chase to offer you a secure and easy way to pay your Air Wans bill. You provide us with your bank account and routing number and your bill will be automatically paid on the 4th or the 18th of every month, whichever day works best for you. Payment data is stored securely by Chase and transactions are authorized each month by your financial institution.

Methods of Payment

Air Wans currently accepts the following methods of payment:

- E-Check: Autopay or one-time transaction
- Credit/Debit cards: Autopay or one-time transaction
- Mailed physical check
- Cash in person at our office: M-F 9a-5p at 10470 164th Place, Orland Park, IL 60467

**Some financial institutions or private agencies may offer bill pay services where a check is mailed to us on a manual or automated basis. This method of payment is unrelated to Air Wans and is processed as a normal physical check.*

Payment Schedule

All Air Wans invoices have a twenty (20)-day term unless otherwise indicated. Invoices for monthly internet service are generated on the first (1) of every month and due by the twenty-first (21). Invoices for service calls, equipment, technical support, or other miscellaneous items will be generated within three (3) business days of completion of the work and due upon receipt with a twenty (20) calendar day grace period before fees may apply. If your account becomes thirty (30) days delinquent, Air Wans may suspend your service until your balance is resolved. Fees may apply to reinstate your service, see the following section or the full text policies on our website. If a situation arises which requires you to make a payment after the due date on your invoice, please call us to make an arrangement so that your service is not suspended.

Fees and finance charges

If your balance is not paid in full by the due date, Air Wans may impose a **late fee in the amount of five dollars (\$5)** for the first late invoice and **ten dollars (\$10) for each subsequent late invoice**. Air Wans reserves the right to impose interest charges on any past due balances, including applicable late fees, no greater than eighteen (18) percent per annum, as allowed by law. Air Wans will charge **\$35 per unit to restore any service disconnected due to nonpayment**.

For full text policies please visit the links below:

Limited Warranty Policy: www.airwans.com/docs/Limited_Warranty.PDF

Extended Warranty Policy: www.airwans.com/docs/Extended_Warranty.PDF

Payment Policy: www.airwans.com/docs/Payment_Policy.PDF

Service Agreement: www.airwans.com/docs/Service_Agreement.PDF