



Cherry Capital Communications

A Modern Local Telecommunication Service Provider

www.cherrycapitalcommunications.com

2019 Enhanced Subscription Plan (ESP) Reservation Form || Date:

Acceptance Signature*

Name:

Phone Number(s)

Email Address(es)

Location address

Billing Address (if different)

Required for seasonal: **Seasonal terms are defined at <https://www.cherrycapitalcommunications.com/terms>**

All monthly recurring AutoPay **Initials:** _____ || Installation \$400 or Installation payment plan \$199 + 10-months x \$25 PM

Service plan - Speed (M): Good-P3: (6M) (8M) || Better-P2: (10M) (15M) || Best-P1: (20M) (30M) (40M) (50M)

All subscriptions require 12-month commitment. Preferred billing cycle: _____ Monthly/ _____ Annual/ _____ Seasonal

- **VoIP services** are not included with the basic installation. Sales can provide VoIP service information on request. VoIP requires extra equipment not covered by **ESP** and an additional monthly service fee.
- **ESP includes:** High Speed Internet access. Replacement parts when damaged or outdated through normal wear and tear. Any dispatch charges associated with replacement of equipment or testing of hardware purchased from and installed by Cherry Capital Connection under normal wear and tear.
- **ESP does not include:** Support of your cell phone, laptop, tv, or any other device you use to attach to your Wi-Fi or wired connection or any equipment you installed or damaged equipment of CCC installed equipment other than normal wear and tear. **Services delivered using our Fiber to the Premise are covered under different terms**
- **Abuse Clause:** Vandalism, alteration, mishandling of equipment will void the obligation to replace equipment and equipment replaced plus reasonable labor will be charged to customer account.
- **Determination** of equipment being replaced or dispatching for a site visit will be the sole responsibility of Cherry Capital Connection management. Our goal is to ensure you have the best possible experience.
- **To secure an installation** date your credit card or e-check information must be on file. Installation fees will be charged up to 30 days prior to installation or up to 180 days as part of a network neighborhood project.
- For all residential accounts and small business accounts under \$125.00 monthly billing:
 - **We accept electronic payments only** and **Autopay** is required
- Mention who referred you and there may be a credit on your initial full monthly service plan
- Early exit of 12-month commitment will result in a balance due equal to the prorated balance based on month to month service rates. _____ **(Initial Here)** <https://www.cherrycapitalcommunications.com/terms>
- Access to the property for maintenance and installation is granted _____ **(Initial Here)**
- Any internet service provided requires a relationship between you the home owner and Cherry Capital Connection, LLC. You agree to work with our support staff in determining the cause of any issue with the goal of creating the best possible experience on the internet within the limits of the monthly subscription.
- **For Government reporting purposes please indicate primary use:** _____ Home _____ Business _____ Government

All potential customers can view our **acceptable use, service, late fee and termination policies** at our website: www.cherrycapitalcommunications.com.

***By signing this form,** 1) you agree to a 12-month commitment to CCC! 2) you agree to allow Cherry Capital Connection up to 180 days to complete the work, 3) you agree with our policies & terms and conditions and accept that we can update them with or without notifying you, 4) you agree to receive e-mail communications from CCC for purposes of billing, marketing and customer surveys. **Check out our fiber details <https://cccfiber.com>**

Referral:

Notes:

Fixed Point Wireless Access
[Enhanced Subscription Plan](#)
[Cherry Capital Connection, LLC](#)

PO Box 866
Elk Rapids, MI 49629
855-674-4159

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VoIP (dial tone), Hotspots, Fixed Point wireless,
Fiber, Network Management, In-Building Wi-Fi



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When reserving an installation please note that all basic installations include:

1. Drilling through 1 easy to access outside wall only.
 - a. Difficult to access area may be assessed additional labor fees.
2. A single wired connection within 10 feet of the access point (demarcation) is included at no additional fee and will be completed with industry standard wiring.
3. Installation pricing based on 2 hours labor.

If the home owner requests that the conduit be buried there is a minimum charge of 1-hour labor.

However, due to insurance restrictions and Miss Dig rules, the homeowner is responsible for any damages caused by the trenching effort.

Our trenching effort is at a depth not to exceed 2 inches.

We can plow to a depth of 18 inches however extra arrangements will be required and Miss Dig must be notified. The land owner may bury the conduit.

To bury the conduit, we suggest a minimum depth of 2 inches.

To connect wirelessly to the internal access point, we assume computer(s) are already wireless-enabled. If additional access points are required for on premise coverage there will be an additional charge. **Call CCC billing, support or sales for estimated pricing.**

Where we install the receiving antenna must allow or enable Cherry Capital Communications reasonably easy access for servicing and must provide a location for **BEST SERVICE**.

1. Visual impact is considered only if service is not degraded.
2. If we are unable to provide you service, no fees are assessed.

****All speeds are "Up to"** and may vary depending on many factors such as: Mother nature, speed test site issues, number of devices connected, in home Wi-Fi connection between our demarcation point the speed testing device.

Access Points installed by a third party will limit our ability to offer full customer experience support.

Our promise is to deliberately work to meet or exceed your high-speed internet expectations.

Customer privacy is very important.

Therefore, we are unable to discuss service level associated with existing Cherry Capital Connection customers.

Every reasonable effort is made to adhere to all Federal, State and Local laws and rules.

Minimum installation requires our inside demarcation/AP unit. We prefer you use our Wi-Fi solution, however, if you choose to use your own Wi-Fi solution then support stops at the demarcation / AP unit installed by CCC.

The unit CCC installed outside is the router, so you are not required to install a router.

Initial to indicate that this page was read: _____

**See separate attachment for ESP fixed point wireless pricing and check out our fiber plans <https://cccfiber.com>
Get great High Speed Internet through Fixed Point Wireless and then take our fiber survey.**