

Customer Information Packet

**Important: This Booklet Contains Your Account Settings
and How-To Guides**

Please Store in a Safe Place for future reference!



Jenco Wireless, LLC Service Agreement – Customer Copy

- 1) I agree to the Internet Service Agreement and the Acceptable Use Policy that are posted on the web site(s) located at www.Jenco Wireless, LLC.co
- 2) I understand that the equipment provided by Jenco Wireless, LLC remains the property of Jenco Wireless, LLC and must be returned upon termination of service.
- 3) I understand that if I do not return the equipment after terminating service or if I damage the equipment, I will be billed for the full replacement cost.
- 4) I understand that any advertised speed does not imply a guarantee of that speed, but rather an indication of a level of service or a maximum possible speed.
- 5) I understand that Jenco Wireless, LLC does not offer a service level agreement. Network outages can and will occur.
- 6) I understand that Jenco Wireless, LLC has the right to make changes to their service offering (both speed and price) with 30 days prior notice.
- 7) I agree to have my credit card billed automatically every month for the service (if applies).

PAYMENT OPTIONS:

(Please Check One)

Credit Card – Automatic Monthly Deductions:

Name (on card):

Card Number:

Expiration Date:

Day of Month to Run:

Installation and Service Fee

Installation (One-time cost): \$ 99
Installation Tax (We pay it!!)

Monthly Service Fee:
1.5 Mbps: \$ 44.95
3 Mbps: \$ 54.95
5 Mbps: \$ 64.95
10 Mbps: \$ 94.95

E-Mail Invoice – Payments should be mailed to:

Jenco Wireless, LLC
PO Box 910
Marysville, OH 43040

Your E-Mail Address:

(Sign)

(Date)

Cable Bury Disclaimer – Customer Copy

Jenco is not in the professional cable burring business. In most cases, we do it at no additional charge and at our expense. Our equipment only works during very specific ground conditions.

Due to this, Jenco DOES NOT imply in any shape or manner that we will bury your cable in a timely manner. For example, we must wait until the farmers can start planting crops in the Spring before we can begin burring cables, and we may have numerous bury jobs to do when this time comes. We route these jobs in a logical order to reduce travel time. A rain can delay us by weeks.

If the cable is damaged before it can get buried, Jenco will have to charge for our expenses of labor and materials. In most cases, our cost is more than we charge for a standard installation.

If the above is not acceptable, please make your own arrangements to have the cable buried.

Surge Suppressors Disclaimer– Customer Copy

We highly recommend that your Outdoor Radio Unit, Router, Computer, and all sensitive electronics are plugged in to a working surge suppression strip.

Surge strips DO NOT last forever.

Battery backups are normally not good surge suppressors.

If it has a red light, it's probably no good. If its "Protected" light is out, it's probably no good.

There are some on the market that stop passing power once they have reached their limit. MOST let the extra surge through once they are "spent". We recommend surge strips with "Auto Shut-Off" technology.

If your outdoor radio unit gets damaged from a surge (lightning) and we find that it is not plugged in to a working surge suppressor, Jenco Wireless, LLC reserves the right to charge a fee to replace it, plus you are probably going to have to purchase a new router, plus you are going to be down until we can make the service call. It really pays to make sure your surge strip is working after every storm, especially if you do not have one with Auto Shut-Off technology.



(Sign)



What does light mean? If don't know, suspect no good.

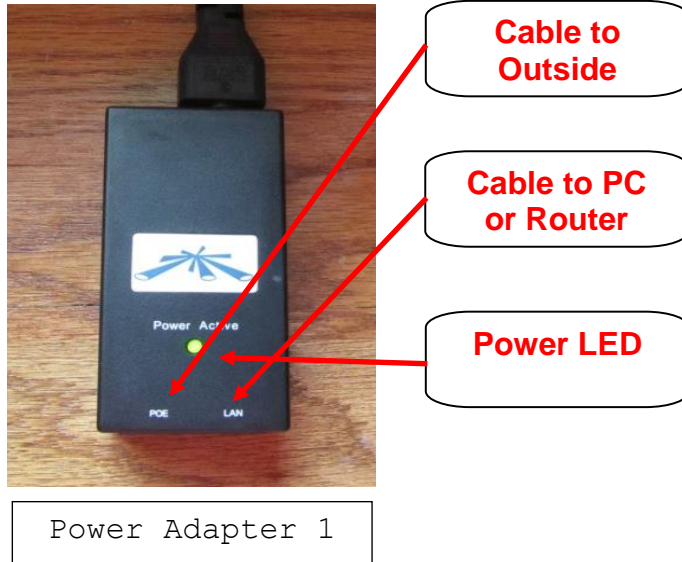


Make sure green light is on after storm(s)

SINGLE COMPUTER SET-UP
Connecting a Single Computer to the Internet

Important Notes:

Follow this procedure if you are not using a router or wish to remove one.



- 1) Make sure the cable from the radio unit (outside antenna) is plugged in to the correct port on the power adapter (see pictures).
- 2) Make sure the proper cable is plugged in to your PC or router (see pictures).
- 3) Make sure the power adapter has power and the LED is on (see pictures).

Connecting a Router to the Internet

Important Notes:

A router is required if you wish to share your Internet connection with more than one computer.

The most common cause for loss of Internet is the failure of customer owned routers.

Jenco Wireless, LLC cannot possibly support every router on the market.

Please consult the manufacturer's manual if this guide does not help.

In some trouble shooting cases you may be asked to remove your router and hook the Internet feed directly to your PC by following the Single Computer Set-Up Procedure on the previous page.

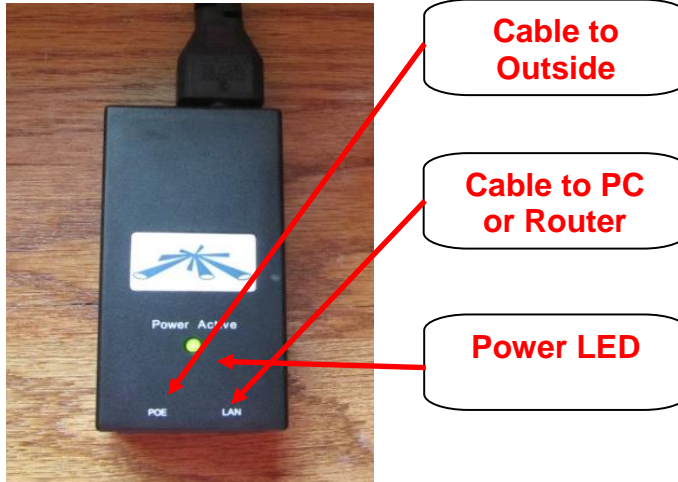
- 1) Make sure the cable from the radio unit (outside antenna) is plugged in to the correct port on the power adapter (see pictures on previous page).
- 2) Make sure the router is connected to the power adapter (see pictures on previous page). There are normally (5) ports on routers – you must use the correct port (see router documentation for details).
- 3) Make sure the power adapter has power and the LED is on (see pictures on previous page).
- 4) Plug in a cable from your router (any port but the one used previously) to your computer.
- 5) Make sure your computer is running.
- 6) Power up your router. Check the LED's on it to make sure the Internet (or WAN) and at least one LAN led are on. If this is not true, check your cabling and consult the router's manual.

General Troubleshooting

Try the following if you cannot connect to the Internet.

AFTER PERFORMING THIS GENERAL TROUBLE-SHOOTING GUIDE –

Please call Jenco Wireless, LLC Customer Support at [937-642-3715](tel:937-642-3715) if you are still experiencing an outage.



Power Adapter 1

Check and Reboot the Outdoor Radio Unit

- 1) Make sure the LED on the power adapter is on and all cables are hooked up securely.
- 2) Pull the power cord on the power adapter (Adapter 1), wait 10 seconds, then plug it back in. For Adapter 2, unplug it from the 110 volt outlet then plug it back in.
- 3) Wait one minute then check to see if you have Internet.

Reboot Your Router

- 1) If you are using a router, pull its power cord, wait 10 seconds, then plug it back in.
- 2) Wait one minute then see if you have Internet.

Check Your Router

- 1) Check the lights on your router (if you have one). You should have the WAN (or Internet) light and one LAN light for each computer you have wired to it. If these lights are not on, check the cabling.
- 2) If the proper lights are not on, please try removing the router by following the "Connecting a Single Computer to the Internet" procedure in this document.