

**SERVICES:**

- Site survey (at time of installation)
- Assembly of one dish and wall mount
- Grounding of system components
- System peaking for optimum performance
- Installation of up to 120' RG-6 cable
- Routing of cable through one wall penetration and seal

**MATERIALS:**

- Up to 120' of RG-6 cable
- Coaxial cable connectors
- Dish mounting hardware

- Hook up of one receiver to one television
- Testing of equipment for proper operation
- Customer orientation
- Travel up to 60 miles round trip
- Two hours on site
- Telephone line hook up within 25' of the receiver

- Grounding equipment
- One wall plate
- Weather sealant for connections and structure penetration

**LOCAL CHANNEL ANTENNA INSTALLATIONS INCLUDE:**

**WARRANTY:** 90 day installation warranty

**SERVICES:**

- Site survey (at time of installation)
- Testing of equipment for proper operation
- Grounding of system components
- Installation of up to 120' RG-6 cable
- Cable routing through frame structure with single wall penetration for receiver (if needed)

**MATERIALS:**

- Off-air antenna or second dish antenna\* (SW21 Kit)
- Coaxial cable connectors
- Dish mounting hardware
- Applicable switches and splitters

- Antenna assembly and external mounting
- Customer orientation
- System peaking for optimum performance

- Grounding equipment
- Wall plates (where applicable)
- Weather sealant for connections and structure penetration

\* Off-air antenna is limited to a standard antenna or equivalent (\$49 value). Multidish Switch Kit (SW21) or off-air antenna will only accommodate a single receiver connection. Any other model off-air antenna or Multidish Switch Kit is subject to additional charges and may not work in all areas. Antenna provided only if resident is in an area served by EchoStar local broadcasts. Local antenna will be either a second dish antenna or an off-air antenna, at the sole determination of your EchoStar authorized installer.

**NON-STANDARD OPTIONS:**

- Hook up to stereo
- Additional receiver/TV hook ups
- Surround sound installation
- Second dish installations

- Additional satellite cable
- Higher powered off-air antenna
- Conduit
- Attic work

- Trenching
- Wall fish
- Pole mounts
- Mileage over 60 miles

Non standard options are in addition to the standard installation price, and are payable to the technician at the time of service. State sales tax rates apply to labor charges in the following states: AR, CT, DC, FL, HI, IA, KS, LA, MS, NJ, NM, NY, OH, PA, SD, TN, TX, UT, WA, AND WV.

**SERVICE AGREEMENT TERMS**

**Applicable Definitions:**

**CUSTOMER** means the person(s) identified on the work order representing the request to have work performed for the residential address listed on the front of this Service Agreement, and/or the person(s) whose signature represents acceptance of this Service Agreement.

**DISH NETWORK** means all legal entities that comprise EchoStar Communications Corporation.

**Terms and Conditions:**

1. CUSTOMER warrants that he/she either owns residence at which the installation or service work is being performed or, if a tenant, he/she has obtained permission from the landlord to allow DISH NETWORK, and its subcontractors, to make whatever alterations considered to be appropriate for the work to be performed, which may include drilling of holes in exterior walls. CUSTOMER agrees to hold DISH NETWORK, and its subcontractors, harmless; and indemnify and defend DISH NETWORK, and/or its subcontractors, against any damage, loss or expense of any nature whatsoever caused or claimed to be caused by the installation or service work or as a result of CUSTOMER's failure to obtain proper consent of the owner of the premises.
2. CUSTOMER agrees to legal limitations related to equipment warranties found in the *User and Installations Guide*.
3. CUSTOMER agrees that DISH NETWORK assumes no responsibility for service interruptions due to circumstances beyond its reasonable control, such as, but not limited to, acts of God and power failures.
4. CUSTOMER agrees to hold DISH NETWORK, and its subcontractors, harmless from any and all damages resulting from the installation of DISH NETWORK EQUIPMENT.
5. CUSTOMER agrees to hold that DISH NETWORK, and its subcontractors, harmless from any damages resulting in the use of DISH NETWORK equipment by CUSTOMER, members of CUSTOMER's household, and guests of CUSTOMER, including damages caused by lightning or other acts of God beyond the control of DISH NETWORK.
6. CUSTOMER agrees to make the applicable monthly payment to DISH NETWORK for the programming package initially activated on the CUSTOMER'S account (the "Programming") for a minimum period of 12 consecutive months (the "Initial Term"). IF CUSTOMER'S SUBSCRIPTION TO THE PROGRAMMING IS DOWNGRADED OR CUSTOMER'S SERVICE IS DISCONNECTED FOR ANY REASON AFTER ACTIVATION BUT BEFORE THE END OF THE INITIAL TERM, THEN DISH NETWORK WILL AUTOMATICALLY CHARGE A CANCELLATION FEE OF \$240.00 (THE "CANCELLATION FEE") TO CUSTOMER'S ACCOUNT AND/OR THE CREDIT CARD NUMBER THAT CUSTOMER INITIALLY PROVIDED TO DISH NETWORK AND/OR TO ANY OTHER CREDIT CARD OR DEBIT CARD NUMBER THAT HAS BEEN USED TO MAKE PAYMENTS TO DISH NETWORK (COLLECTIVELY, THE "CREDIT CARD"). CUSTOMER hereby authorizes DISH NETWORK to charge the Cancellation Fee to the Credit Card, authorizes the issuer of the Credit Card to pay those amounts without DISH NETWORK submitting a signed receipt and agrees that this Service Agreement is to be accepted as such authorization. CUSTOMER authorizes DISH NETWORK to continue to attempt to charge the Cancellation Fee, or any portion thereof, to the Credit Card until the full amount of the Cancellation Fee is paid in full. CUSTOMER acknowledges and agrees that DISH NETWORK shall have no liability whatsoever for any NSF check, rejected debit or other charges incurred by CUSTOMER as a result of such attempts to charge the Credit Card. Payment of the Cancellation Fee shall not relieve CUSTOMER of its obligation to pay all unpaid charges on CUSTOMER'S account. CUSTOMER hereby authorizes DISH NETWORK to report any payment defaults to credit reporting agencies. Under the Fair Credit Reporting Act, CUSTOMER has the right to notify DISH NETWORK if it believes DISH NETWORK has reported inaccurate information about CUSTOMER'S account to any credit reporting agency. Please include the specific item of dispute and why CUSTOMER believes the information reported is in error in any such notice. Such notice should be sent in writing and include CUSTOMER'S name, current address, Social Security Number, telephone number, account number and type of account. CUSTOMER must send such notices to: DISH Network Customer Service, ATTN: Privacy, 5701 S. Santa Fe Drive, Littleton, CO 80120.