

The following are considered **billable** service charges:

- Technician labour to maintain or upgrade our antenna – 1-time fee of \$99;
- Relocation of cable and/or antenna (e.g. roof work) – \$95/hr.;
- Damaged or tampered with service cable – \$95/hr.;
- Damaged antenna or mount due to weather elements beyond our control – \$95/hr.;
- Power surges to equipment resulting in malfunction and needing replacement – \$95/hr.;
- Any problems existing inside the home leading to a fault in our service (i.e. router, damaged service cable) – \$95/hr.

***Please note:***

Before we schedule a technician to perform a service call

- Your account must not be in arrears for more than **30 days**
- Any account considered delinquent will be subject to our Pay-Screen process
- We will conduct a full review of your billing history, and we *may require that a pre-authorized payment method be provided for **any** service charges.*

*Refusal to accept any of the above processes and fees exempts Waterloo Wireless from any pre-determined Service Level Agreement timelines outlined in your initial installation documentation.*

***If you have questions or concerns about any of this information, please contact our billing department at [accounts@waterloowireless.com](mailto:accounts@waterloowireless.com).***

*These terms of service are subject to change; the prices listed do not include applicable taxes.*

