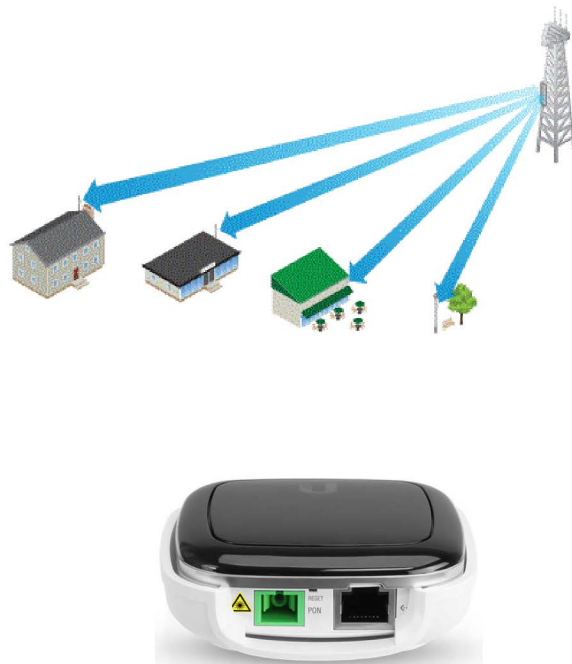




New Customer Guide

Overview

Rural internet services, even in 2020, are still proving difficult to obtain. That's where Hyper Fusion specializes. We used a combination of several delivery technologies, including direct fiber, fixed point wireless circuits, 4G LTE connectivity (data and SMS/MMS only), as well as other proprietary hardware to deliver highspeed 200 Mbps+ circuits in rural markets. Where other small time WISP's (Wireless Internet Service Providers) and even big box providers cannot reach FCC declared broadband speed, we are unmatched.



Account Policies

Hyper Fusion assesses a standard \$300 base activation fee for all subscribers. There are, however, circumstances where discounts are given based on preexisting, compatible home cabling as determined by a Hyper Fusion field engineer.

What does this activation include? The "circuit" (Fiber or Fixed Point Wireless) consists of your N.I.D. (Network Interface Device) which is either a fiber PON unit or a fixed point wireless receiver, the wall plate on the inside of the service location, and the POE (power over Ethernet) unit that powers the N.I.D. This entire "circuit" is under full warranty and Hyper Fusion will come repair/replace any and all components should anything happen to the "circuit".

Once the circuit is installed and considered "live" by the Hyper Fusion Field Engineer onsite, then the activation fee, 1st months service, and all sales tax will be collected in the form of a personal or business check or money order. A circuit is considered "live" when tested at the POE by the Hyper Fusion Field Engineer onsite. Your first invoice will be generated at the time the installation appointment is verified with a Hyper Fusion Representative by phone, text, or email.

Once the HFT Field Engineer is on site and location of circuit is identified both inside and outside the location, then any extra fees will be assessed and agreed upon by the customer BEFORE installation takes place. These extra fees apply to, but not limited to, custom wall drops and installation on utility poles, masts...etc.

ABSOLUTLEY NO REFUNDS once the circuit is installed and live service is proven with activation fees or extra fees for custom wall drops..etc. After your circuit is activated, Hyper Fusion would greatly appreciate all future invoices and fees be paid by registering your checking account with the Fusion Portal Agreement for monthly auto pay, followed by your banks bill pay. A 3% fee per transaction for all credit/debit card transactions will be assessed and added to your following months bill. All gear used in the construction of your circuit, including the NID, POE, surge arrestor, and any masts or mounts remain the property of Hyper Fusion.

IMPORTANT: If you choose to terminate your service and do not allow a Hyper Fusion CPE team to recover your circuit in full, a \$500 fee will be charged to your account or last payment method used. If collection is unsuccessful, any unpaid invoices will be sent to our collections agency for collection and reported to all credit reporting agencies.

Before Installation

There are several things that you can do to speed up the installation process of your new Hyper Fusion circuit. First and foremost, after you sign up for new service we ask that you take pictures of



your roof standing about 30 feet away. Also please take pictures of any utility poles, high trees or obstructions, and if your private drive or location is difficult to find, please take a picture of your driveway entrance from the public road and give any special directions to the sales engineer when they contact you. This assists our field team in locating you on time.

A wall plate installed inside the interior of your home or inside a preexisting wiring box is defined as a custom installation and carries an \$100 service fee which will be due at time that activation and first months service is collected. Hyper Fusion will only guarantee speeds on equipment or lines that we have installed, if any existing cabling has been preinstalled in the structure then the subscriber is responsible for its care and operation.

If our field engineers encounter a firebreak mechanism during installation, an additional service fee of \$125 will be due at time that activation and first months service is collected. These require a special 6 foot long drill bit and are very difficult to get through. If you are aware of a firebreak then we ask that you please inform your sales engineer of this when they make contact with you.

During Installation

Our installations teams are extremely busy. With that regard, that is why we try and collect as much information as possible regarding the installation beforehand so that on installation day our team can expedite your installation in a timely manner. We do ask of course that you be polite, but try to minimize the interruption by asking all your questions before they get started. We spend many weeks training our field engineers as they must be extremely diverse with many disciplines to effectively be a field engineer for Hyper Fusion. This includes but is not limited to, home construction, commercial building construction, electrical engineering, and home networking design and configuration. Our field teams know what they are doing.

If you have any requests that require something is billed, our field teams are not able to assist you with this and you'll need to contact your sales engineer for changes, even during the installation we can most times make those changes on the spot.

Once your installation is complete a member of the installation team will go over with you how to get into your Fusion Portal and how to make contact with support after installation is complete forward.

After Installation

After your circuit is install, weather fiber, fixed point wireless, 4G LTE, or HyperNET services, it can take up to a period of 24 hours after your circuit is live and provisioned to obtain full speed and reliability.

With all the modern wireless signals floating around out there, it can take some time for our networking engineers to get your circuit fully tuned and stable. We ask during this time that you do not unplug or reboot your equipment, as this can render it dead and useless and then you will require an onsite and replacement gear to correct the issue.

2 days after installation we recommend you do a complete power cycle of your entire collection of devices by powering them all the way off, waiting 5 minutes, and then plugging in your N.I.D. first, and then your router or other home distribution device, and then the rest of your home devices.

We do specialize in rural internet. However, unless you subscribe to our manage Wi-Fi services, we can not guarentee any wireless device speeds. There are far to many factors that influnce wireless signals to be able to do so. So unless you know how to hard set wireless channels, understand spread sprecturm analyzation, and networking technologies, we highly suggest you subscribe to our manager router services. You are of course welcome to use your own router and do not charge any fee for using your own router. If you decided to add the managed router services later on, you of course are more than welcome to do so.



Contact Support Today To Get Signed Up For New Services!

512-790-2250
sales@hyperfusiontech.com

Live Phone Support Hours
Mon - Fri from 9am to 4PM



Billing Procedures

In order to deliver our subscribers the best possible rates, there are many things Hyper Fusion does drastically different than the “other guys”. One of those things we do differently, is that in order to qualify for service, you MUST have a valid email box you can double verify. The reason for this, is all official communication will come to your email, including notifications of new invoices with a copy of the invoice attached in pdf format.

We will NEVER postal mail you ANYTHING. Not a bill, not advertisements, nothing. Hyper Fusion finds these items as not required and only increase subscriber rates. Our service speaks for ourselves, and we’re positive that one of your neighbors will give you all the testimony you need. Postal mailed advertisements are cheap and only those services that don’t work require advertising to make their bottom dollar because they waste all that money on unnecessary marketing tools, and most of the time just blanket mailed even when going to existing customers, so Hyper Fusion has just done away with all physical printed materials used for this purpose and replaced them with digital documents, such as this one.

With the above in mind, since your first month of service does not begin until you go live, we are considered a pre-paid service. As such we have no contracts of any kind on our fixed point wireless circuits, however, due to the nature of direct fixed fiber, those circuits do have 1,2, and 3 year agreements in addition to the no contract option, however, no contract options will require all construction costs and activation, and any other fees be paid before any fiber construction begins.

Notable Billing Points:

- ** All invoices are generated 14 days before your renewal date.
- ** If your invoice is NOT paid on the due date, your following months bill will include a \$20 reactivation fee.
- ** Any invoices unpaid after 30 days will be subject to a 15% of the amount late fee
- ** Any returned payment or chargeback for subscription fees will be automatically disputed and as per terms of service denied. If any amounts are due back to the customer they will be applied as service credits. If the customer terminates their account, un-used service time will be forfeited. An additional \$75 fee will apply to any returned payment with NO EXCEPTIONS.
- ** If subscriber does not allow Hyper Fusion field staff to recover our owned property subscriber will be assessed a \$500 equipment fee to their last known payment method. If collection attempts fail, all unpaid invoices will be turned over for collections and the account reported to your credit. For this purpose, subscribers social security number is collected and stored only on the new circuit work order form for security and in no digital systems. The new circuit order form is stored with in our secure physical document storage area and this measures are used to prevent any possible way any outside entity could obtain your personal private information since we do not store social security numbers or drivers license numbers within your file.
- ** We would prefer that you engage in an automatic billing agreement play using your checking or savings accounts routing number and account number, otherwise, your banks bill pay system would be equally as well.
- ** Any monthly subscription fees our invoices issued after installation maybe paid by credit or debit card (Mastercard, Visa, and Discover only), however, a 4% fee for paying by card will be added to your account. Cards may not be used for auto pay.
- ** We understand there are always exceptions, and circumstances outside the control of what our customers can manage. Not to worry though, as long as you contact our billing department before your due date, most times we can work with you and make sure your internet stays on, as more and more folks are working from home and Internet is simply required these days.

Most Common Installation Types

Roof Mounted Mast

The roof mounted masts vary in height from the 10 foot model pictured, all the way up to 40 feet. With this type of installation we must use guy lines to prevent the mast from falling in heavy storms and winds. This type of installation more often than not will yield the best results for the most stable and reliable service.

This may not be the most aesthetic option but when Hyper Fusion installs internet, we install it so that it stays stable and hyper fast.



Utility Pole Mount

The next most common type of fixed point wireless mount we like to go for is the utility pole mount. Most times these will get us high enough to be able to max a solid line of site link to one of our wireless repeater transmission sites. For the included fee, we run the cable airtely to the service structure, but for a fee of \$6 per foot plus a trench fee of \$100, we can trench the cable underground to the structure as well. This option makes for a rock solid circuit and these rarely go down but are very reliable.



Fiber to the Home or Business

When we install fiber to the home or business, you'll get a simple box similar to this installed on the outside of your structure and an access port and NID on the inside of the structure for access. Fusion Fiber is certainly the preferred installation type.



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