

WELCOME TO



Star Communications LLC.

Central Wisconsin's Leader in High Speed Fixed Wireless Internet

Locally Owned & Operated

P.O. Box 323

Weyauwega, WI 54983

920-560-2437

www.StarComWI.com

****DO NOT EVER PRESS THE RESET BUTTON ON YOUR ROUTER!!****

Network SSID: _____

Password: _____

Access Point: _____

P.O. Box 323 Weyauwega, WI 54983 • 920-560-2437 • www.StarComWI.com
Support@StarComWI.com • Billing@StarComWI.com • Sales@StarComWI.com

No Contracts ~ No Data Limits ~ No Gimmicks

Data should be unlimited; the internet is the greatest exchange of information in the world and we believe it should not be limited. We are so confident in the services we provide that we have never seen a need to jail our customers into contracts. If people are happy with our service, they will stay with Star Communications LLC.

Jonathan Mlsna

Managing Partner
Star Communications LLC.

Ways to pay your bill:

- ✦ You can call the office at (920) 560-2437 to pay over the phone using credit or debit card. **We do NOT take pre-paid cards.** You can also give us banking information to ACH your checking or savings account.
- ✦ Drop your payment off in our 24-hour drop box **NOT OPEN TO THE PUBLIC – DROPBOX ONLY!**
106 Northridge Drive New London, WI (**behind Pomp's Tire**)
- ✦ Mail in a check or money order to:
Star Communications LLC P.O. Box 323 Weyauwega, WI 54983
- ✦ Sign up for automatic payments using the form provided by our company! You get a \$3 discount for using our autopay system and your monthly payment gets charged automatically the 25th of each month for the FOLLOWING month and you receive an automated sales receipt via email. The form is included at the end of this packet for your convenience and should be uploaded via our secure upload on our website <https://www.starcomwi.com/fileupload.php>.

******* If you use the Intuit autopay system you do not save the \$3/month (+tax), you must use our automatic payment form and submit it to us directly to avoid this fee. If your credit/debit card information needs to be changed or updated at any time, it is extremely important that you contact us. There is a \$10 fee automatically added to accounts each time an automatic payment is declined for any reason. *******

Please take note of some very important changes for 2022 and previous reminders for your reference.

Due Date/Past Due: If your account is not on Autopay, payments are due in our offices by 5:00 pm on the 16th of each month. **There is an automated \$20.00 + tax Late Fee applied to any accounts that we do not receive payments for by 5 pm on the 16th of the month (Monday-Friday 9 am-5 pm, weekends & holidays do not count as business days).**

Pink Slip/Disconnection Notices: If your account has a Pink Slip notice sent with it, please be aware that payment in full, including current month, must be received by the 16th otherwise your service will be automatically disconnected. In the event that services are disconnected for nonpayment, please be aware that our policy is to charge a \$20.00 late fee on the current months bill, a \$25 reconnection charge, and prepayment for the upcoming invoice, in addition to any current bills due, and all applicable sales tax, to have the services reactivated. **We do take checks, credit cards, and debit cards over the phone for your convenience.**

Online Bill Payment: Your monthly invoice is sent to you via email and USPS if you are not on autopay. The invoice you receive in your email will show the due date, the dollar amount, and a button to review and pay. At the review and pay page you can pay the invoice using ACH or credit/debit card information. You can also view the actual invoice, download the invoice, or print the invoice.

Year in Full Customers: If you pay your account on a year in full basis, you get 12 months of internet service for the price of 11 months of internet service (excluding leases). You will receive one invoice per year when it is time to pay your next yearly bill.

DECLINED AUTOMATIC PAYMENTS: There is a \$10 decline fee for ALL declined automatic payments. If your card number changes or the card expires you must contact us as soon as possible to update information to avoid a \$10 service fee. If your Autopay declines on the 25th of the month for any reason your account will incur the \$10 decline charge, regardless of the reason for the decline.

RETURNED CHECK/RETURNED ACH: There is a \$50 return check fee for ALL checks that are returned to us, regardless of the reason for the return.

SERVICE CALL CHARGES: There is a \$50 (+ tax) or \$75/hour (+ tax) per occurrence Service Call Charge depending on the service needed, every time a technician visits your premises. **Payment in full is due to the technician at the time of the service call.** If a technician needs to step foot on your property for any reason, there is a \$50 or \$75 Service Call Fee + tax to be paid by the customer every time a technician visits a location, unless the customer is notified beforehand. We do not profit from service calls, in fact, service calls cost us an average of \$72 each time a technician visits a location. Many companies build service call fees into monthly bills for customers; however, we do not feel this is fair practice on our part; due to some customers having multiple service calls in a year and others having none over 5 years.

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★ Internet Services

No Contracts ~ No Data Limits ~ No Gimmicks

Rural Rates for following Counties

Outagamie, Brown, Waupaca, Winnebago, Wasuahara, Shawano.

Rural - Fixed Wireless Internet Service Rates					
Name:	Family	Family+	Business	Direct-25	Custom
Unlimited Data:	YES	YES	YES	YES	YES
Home School:	--	YES	YES	YES	YES
Video Conference:	--	Basic	YES	YES	YES
Work VPN:	--	Basic	YES	YES	YES
Download Mbps:	4-6	9	12	25	25-1000
Upload Mbps:	1	2	2-3	3-5	25-1000
Video Streams:	1	2-3	4	6	6-150
Price Guarantee:	01-01-23	01-01-23	01-01-25	01-01-25	CALL !!!
Paid Yearly:	\$627	\$847	\$1067	\$2167	CALL !!!
Paid Monthly:	\$57	\$77	\$97	\$197	CALL !!!

Price Lock Guarantee until 01/01/2025 for anyone who started service after 12/01/2019.

LEASING INFO: If you choose to lease your equipment the cost of the standard equipment is \$13.80/month on lease. If you need to have an advanced install the lease price of advanced equipment is \$19.80/month on lease. An advanced install means we need to mount the equipment on/in an area that is not the residence (garage, shed, barn, tree, tower, etc.), however, the wiring is placed on the ground and the customer is responsible for trenching the wiring into the ground, our technician will not trench the wiring for you. If you need to have an advanced aerial installation the lease price of advanced aerial equipment is \$25.80/month on lease. An advanced aerial install means we need to mount the equipment on/in an area that is not the residence (garage, shed, barn, tree, tower, etc.) using our lift and running an aerial line overhead between the equipment location and the home.

If the equipment is leased it is covered under lease protection for the lifetime of the lease. What this means is that if your equipment gets damaged in a storm or fails for any reason the only amount due at the time of the repairs or replacements to have a technician visit your premises would be the \$50 Service Call Charge. The lease term is month to month recurring. **This is not a lease to own program.** Many customers will start out leasing their equipment for a few months to ensure they are satisfied with their Star Communications service and that it meets or exceeds their expectations and then decide to purchase the equipment later.

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PURCHASING INFO: Customers may choose to purchase the equipment at any time by making a full payment of \$230.00 for standard equipment, \$330.00 for advanced equipment or, \$430.00 for advanced aerial equipment; lease payments already made on the account are not deducted from the purchase price.

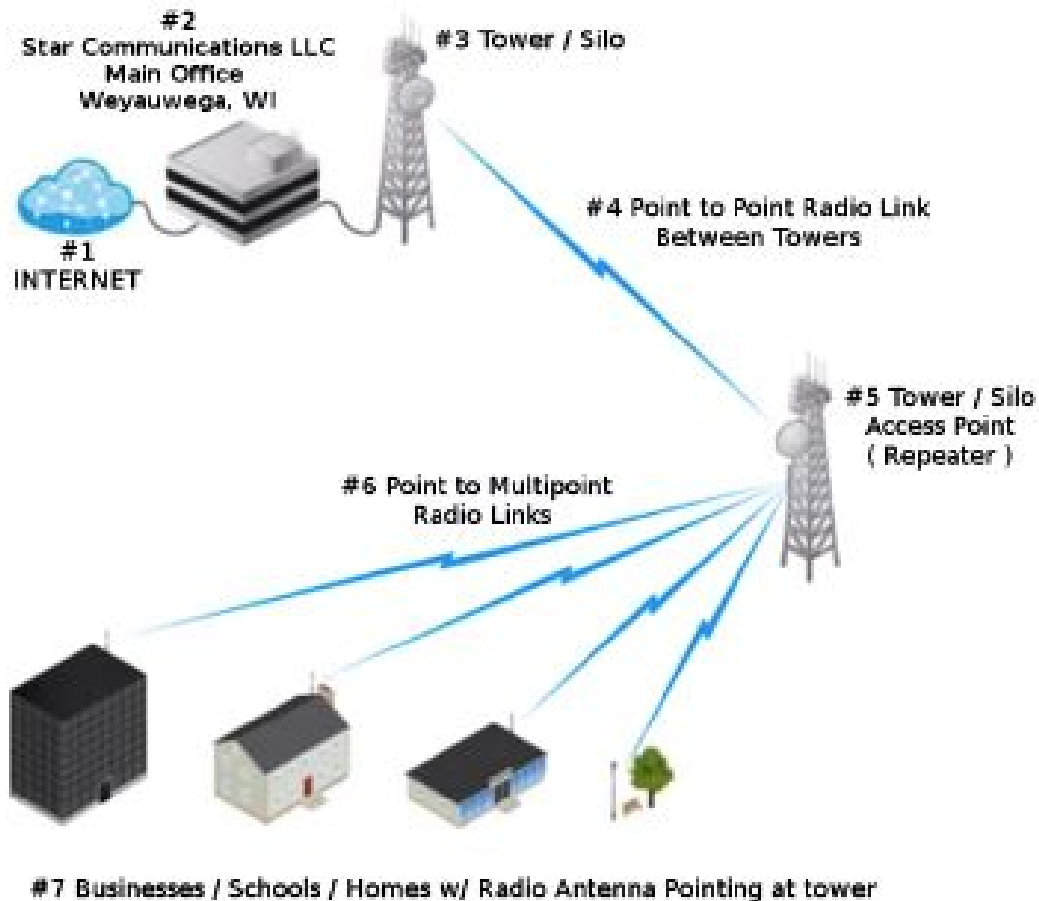
If you choose to purchase your equipment it is covered under a 1-year, 365-day, warranty after the purchase date (we do not backdate the purchase to the install date, so the 365 starts the day you make the commitment to purchase equipment). What this means is that if your equipment gets damaged in a storm or fails for any reason the amount due at the time of the repairs or replacements to have a technician visit your premises would be the \$50 Service Call Charge, as long as it was addressed in 364 days or less. If it is 365+ days after purchase, you would be responsible for the above mentioned \$50 Service Call Charge as well as the full purchase price or new lease price of whichever piece of equipment needed replacement.

VACATION MODE INFO: Lake home? Snowbird? Traveling for an extended period of time on a regular basis? Some customers will get internet installed in the Spring or Summer and choose to lease their equipment until the Fall or Winter. If you are interested in placing your account on vacation (which means you do not have any bills generated until you return to your property) equipment purchase is required. If you start by leasing your equipment you must purchase the equipment when you decide to put it on vacation mode and the 365-day warranty on the equipment would start the day you purchase the equipment (we don't backdate the equipment purchase to when your equipment was installed and any lease payments that are made are not deducted from the purchase price). In order to go "on vacation mode", no matter where your internet residence is, you **MUST** purchase equipment for \$230/\$330/\$430 (+ tax) prior to putting it on vacation mode. If you are interested in putting your internet account on vacation mode please contact us at (920)560-2437 for more information.

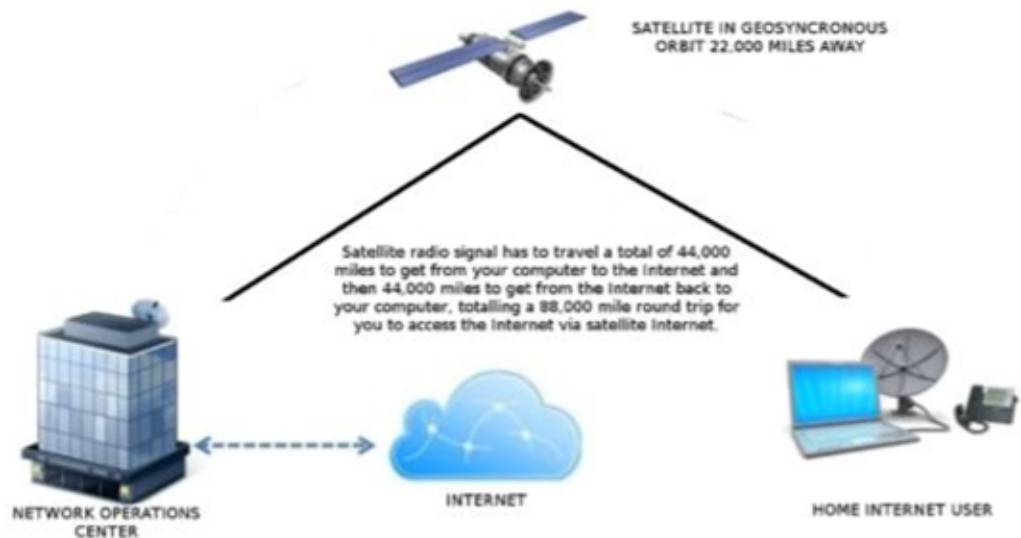
UPGRADING OR DOWNGRADING YOUR SPEED: You can inquire to upgrade or downgrade your plan at any time by calling our office at (920)560-2437, and let our customer service representatives know which plan you are interested in. They will be able to answer any questions you may have regarding the upgrade or downgrade, then your request will be sent over to our Senior Management Technician for confirmation that the package you are interested in is available in your area and that your signal quality can support a faster speed. Most of the time our technicians can remotely change your plan without a visit to your premises. If a change of equipment would be needed for any reason, you will be notified of the changes and costs associated with that to determine if you would like to proceed with the package change.

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How Star Communications internet works

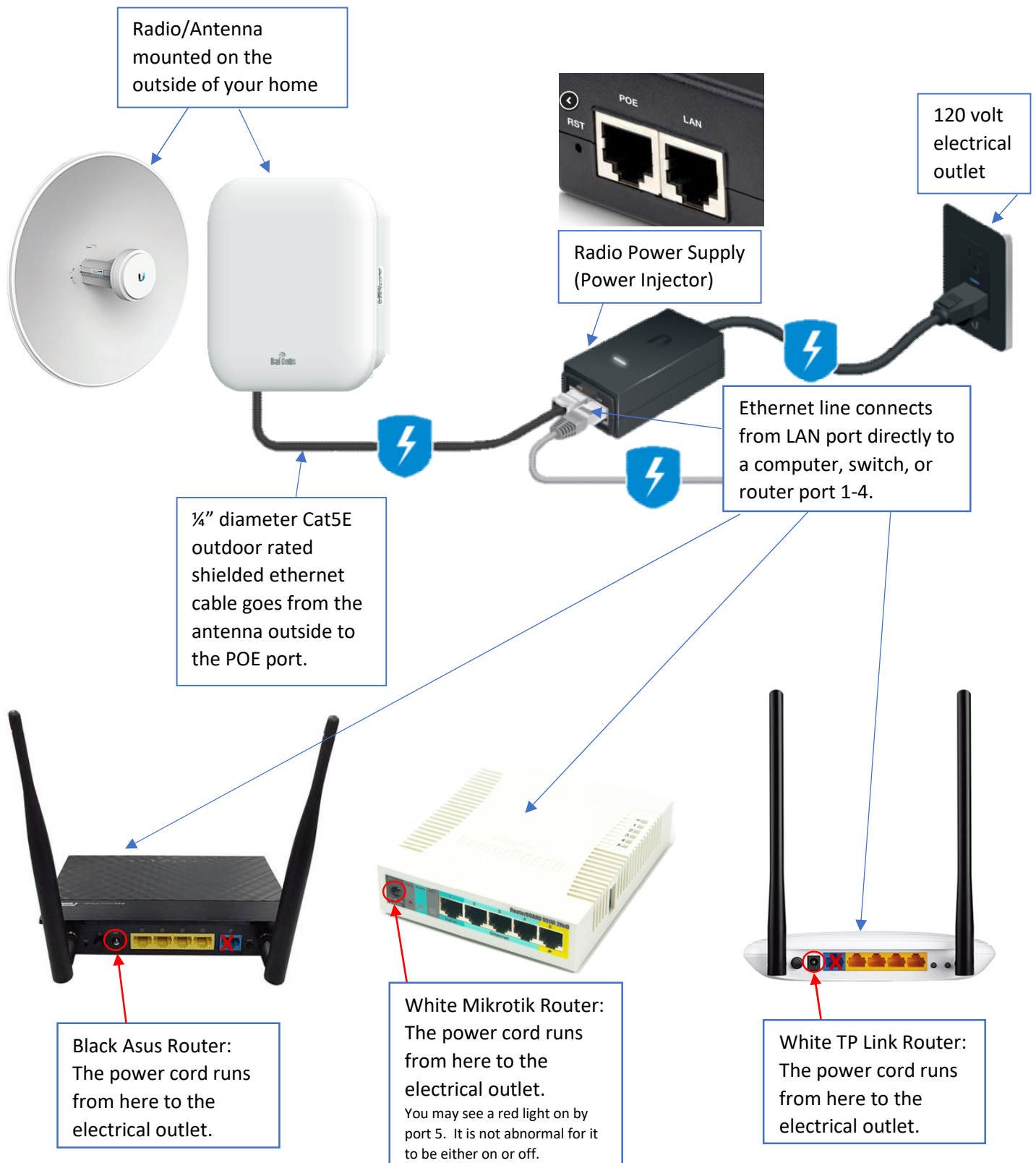


WE ARE NOT SATELLITE INTERNET



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Star Communications Equipment Setup



Troubleshooting “No Internet”

1. ENSURE IT IS NOT A DOCUMENTED ISSUE/OUTAGE

Network Status Updates: Check our network status page to ensure there is not an outage on the tower that connects your internet. In the event of an outage, current outage information is posted on our Network Status page on our website. <http://www.StarComWI.com>

In the event of an outage where there is an outage message on our phone system there is no reason to wait to speak to a customer service representative, as they will have no more information than what is on the recorded message. As we get updates from our technicians, we do update the phone message and the Network Status page on our website, so you can call back to listen to the message to see if there is an update, but please don't wait to talk to someone regarding the outage, as this bombards 1-2 people with an extreme call volume when the issue is already being addressed by technicians.

<https://www.starcomwi.com/network.php>

ACCESS POINT	STATUS
AP-ALLCAN	EXCELLENT
AP-ANDY	EXCELLENT
AP-APPLETON	GOOD
AP-AUER	EXCELLENT
AP-BANKIE	EXCELLENT
AP-BARTEL	EXCELLENT
AP-BARTEL	EXCELLENT
AP-BEACH_LONGLAKE	GOOD
AP-BORTH	GOOD
AP-BORTH	GOOD
AP-BRUETTE	EXCELLENT
AP-CENTER_VALLEY	EXCELLENT
AP-CENTER_VALLEY	EXCELLENT
AP-CLINTON	GOOD
AP-COENEN	GOOD
AP-COOPER	GOOD
AP-DECOSTER	GOOD
AP-DIEDERICH	GOOD

2. Also check our Facebook page to ensure there is not a documented outage, as most known outages are posted on our page with updates as we receive them.

<https://www.facebook.com/StarCommunicationsLLC>

Follow these steps to attempt to get your internet back online:

3. Make sure that power is going to both your router and the power injector. **Ensure a breaker is not tripped or that your equipment is not plugged into an outlet that is controlled by a light switch.** Both of those pieces of equipment should be plugged into an electrical outlet. You should see one light on the top of the power injector.
4. Ensure that the router power is turned on & that the appropriate lights are displayed on your router. You should see the corresponding port light on the router to whichever port you have plugged the ethernet line into (Example: if it is plugged into port 3 the light on port 3 should show up. If it does not please attempt to move the cord to a different port to see if the proper corresponding light on the port turns on). **DO NOT, under any circumstances, hit the reset button on the router** as it will delete all of our programmed settings and will result in an automatic \$50.00 Service Call for a technician to come out and reprogram your router.
5. Unplug the power cord that runs to the back of your router **from the electrical outlet that it is plugged into**, waiting only until the lights on the router have turned off (approximately 30 seconds) and then plug it back in. *This helps avoid accidentally hitting the reset button because you are not touching the backside of the router by doing this.*
 - Doing this will power cycle your router and often it will trigger a reconnect to the antenna that is mounted outside.
 - *If you own or lease a router from Star Communications be sure the cord in the back of the router is in a port labeled 1-4 (never have it in the blue port on an Asus or TP Link router).*
6. Unplug the power cord for the Power Injector (small black or white rectangular box) **from the electrical outlet that it is plugged into**, waiting only until the light on top has turned off (approximately 15 seconds) and then plug it back in.
 - Doing this will power cycle the antenna that is mounted outside and often it will trigger a reconnect to the access point.
 - *Please be aware that your internet may come & go for approximately 7-10 minutes while it reconnects and renegotiates to the Access Point after you have completed a full power cycle.*

If none of these steps work and you have been without internet for more than 15 minutes, please contact Star Communications at (920) 560-2437.




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SPEED TEST INSTRUCTIONS

After performing a full power cycle here are some helpful speed test instructions.

1. Ensure that no one is actively using the internet and make sure all other programs are closed (**do not do the speed tests through a VPN or while a VPN is running**).
~ If you have any gaming systems in the household, make sure they are unplugged, as they will continue using the internet in the background even when they are powered off.
**** We do not recommend any boosters or wifi extenders because they can cause wireless interference with our internet equipment. If you have one in your home, please unplug it before performing a speed test. ****
2. Please make sure that when you do a speed test it is done within visual range of your router (make sure you and the device you are using is located close enough that you can physically see the router). Please use a computer to run the speed test, if you have a laptop or desktop available, to ensure accuracy.
3. Open your local internet browser (Google, Firefox, Explore, etc.)
4. In the address bar type in www.wifiman.com and the test will automatically start upon loading of the webpage.
5. When the test is complete it will automatically give you 3 sets of results.
 - a. Download Mbps (blue arrow)
 - b. Upload Mbps (purple arrow)
 - c. Ping time (listed in ms)

Test Results

 Internet → This device



Ping: 29 ms

Service Provider

Inteliquent

Test Server

Ubiquiti server in Chicago



Ubiquiti WiFiman

We recommend testing your speed in multiple

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Test Results

Internet → This device



Ping: 31 ms

Service Provider Inteliquent
Test Hoyos Consulting LLC - AS53597 server in

 **Ubiquiti WiFiman**
We recommend testing your speed in multiple

6. If the speed test result is much slower than your package speeds submit the speed test results to sales@starcomwi.com to have a trouble ticket opened. You can do this by clicking the share link on the top right side of your speedtest.
7. Please give the following additional information in the email so they know exactly what they are looking at to help get your situation to the appropriate person within our support ticket system.
 - a. Your name, address, and customer number (if you have it handy)
 - b. How long has this problem been happening (hours, days, weeks, etc.)?
 - c. Where in the home is your router located?
 - d. What model of router do you have?
 - e. Have you recently added a new device (phone, computer, TV, gaming system, etc.) to your internet?
 - f. The type of device you are using to perform the speed test (laptop, Chromebook, desktop PC, tablet/iPad/Kindle/etc., cell phone, gaming system, smart TV, etc.)
 - g. Is this situation happening on all devices or just one particular device?
 - h. Have you tried a hard-wired connection to your laptop/desktop/TV (if that is where the problem lies)?
 - i. Does the problem seem to happen at a certain time of day or night or is this problem a consistent problem?
 - j. Any other details further describing the problem to help them help you faster.

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Just a few tips on running Speed Tests

Doing multiple speed tests in a row will lead to slower results, but those results will also be incorrect/inaccurate. Speed tests must compete for bandwidth with everything else that could be using your network connection. So, if you have a YouTube video streaming on your Kindle at approximately 1mbps while you're running a speed test, then your Speed test result will be about 1mbps slower than the maximum speed your connection is delivering. This is why we typically recommend testing when there isn't any other internet activity going on/when no one is using the internet for any reason, so **please turn off or disconnect all other devices from the internet to ensure the device you are using to perform the speed test gives accurate information**. We ask that you do this so the speed test can completely saturate your connection all by itself and get an accurate reading of your connection speed to ensure a device within your home is not slowing the connection down.

Speed tests should be spaced to a maximum of 2 per day because it puts a serious strain on your system and results will greatly vary if they are run back-to-back, so only run a Speed test when you notice it is running very slow. If you are running them near the same time, please make sure they are spaced at least 30 minutes apart to give your connection time to recover.

STAR COMMUNICATIONS LLC.
ACCEPTABLE USE, SERVICE & PRIVACY POLICIES 2022

PRIVACY POLICY: Star Communications LLC collects information about customers when services are established. These services may include but are not limited to Internet Access, Telephone, Point to Point Wireless, Web Hosting, Co-location Services. Star Communications LLC periodically monitors bandwidth usage at a customer's location to make sure they are receiving the highest quality of service possible for their location. Star Communications LLC does not actively monitor a customer's Internet activity. Star Communications LLC reserves the right to monitor a customer's internet activity when necessary for network diagnostics or when required by law. Any information collected is kept confidential and will only be released as required by law. Star Communications LLC does not share or sell customers' information with other companies.

NOTICE: Services provided by Star Communications LLC to residential customers may be used only by customer listed above and persons residing with customer or visiting customer's home. Services provided by Star Communications LLC to business customers may be used only by customer's employees, agents and customers present on customer's business premises. Customer may not make the service available to other third parties without a reseller agreement.

BILLING & PAYMENTS: Invoices are sent out by the 1st of each month and **payments are due in our offices by the 16th day of the same month. There is an automated \$20.00 + tax Late Fee applied to any accounts that we do not receive payments for by 5 pm on the 16th of the month (Monday-Friday 9 am-5 pm, weekends & holidays do not count as business days).** If your account has a Disconnection notice sent with it, please be aware that payment in full, including current month, must be received by the 16th otherwise your service will be automatically disconnected.

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We take checks, credit cards, and debit cards over the phone for your convenience.

MAILING ADDRESS:	LOCAL DROP BOX:	CREDIT/DEBIT CARD OR ACH:
STAR COMMUNICATIONS LLC P.O. BOX 323 WEYAUWEGA, WI 54983	106 NORTHRIDGE DRIVE NEW LONDON, WI 54961 (Behind Pomp's Tire) NOT OPEN TO THE PUBLIC	CALL (920)560-2437 Monday-Friday 9AM-5PM CST

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Support@StarComWI.com • Billing@StarComWI.com • Sales@StarComWI.com

SUSPENSION/TERMINATION OF SERVICE: Star Communications LLC reserves the right to suspend or terminate client's access to its services upon any violation of this agreement or its acceptable use policy. Customer may terminate this agreement by giving written notice to Star Communications LLC. In the event of termination of this agreement, for any reason, Customer who lease their equipment shall immediately return all equipment and shall be liable for an early termination fee of \$75. If customer fails to return the equipment within ten business days after this agreement is terminated, Customer shall be liable for the full equipment cost set forth above plus an additional recovery fee of \$275. Customer understands that Star Communications LLC reserves the right to amend its acceptable use policy from time to time, and agrees to be bound by any future revisions made by Star Communications LLC. At the conclusion of the term of this agreement, Customer or Star Communications LLC may terminate this agreement without penalty by giving written notice. If no notice is given, service will continue on the same terms and conditions in this agreement, except that either side may terminate services provided pursuant to this agreement without penalty by giving written notice to the other.

LIMIT OF LIABILITY: Customer agrees that customer uses the service and any software and equipment supplied by STAR COMMUNICATIONS LLC (the company) at customer's sole risk. The service and company equipment are provided on an "as-is basis" and without warranties of any kind, including without limitation any warranties of title, non-infringement, fitness for a particular purpose and merchantability. Company's entire liability and customer's exclusive remedy with respect to the use of the service or any software and equipment provided by the company, or any breach by the company of any obligation the company may have under this agreement, shall be customer's ability to terminate the service or to obtain the replacement or repair of any defective software or equipment provided by company to customer. In no event, shall the company's liability to customer for any claim arising out of this agreement exceed the amount paid by customer to access and use the service for a period of three months. Customer hereby releases the company from any and all obligations, liabilities and claims in excess of this limitation. In no event, shall the company be liable for any breach of warranty, direct, indirect, consequential, exemplary, special, lost profits, or punitive damages with regard to the installation, outage, maintenance, use, failure or removal of the service, even if damage results from the negligence or gross negligence of the company, its employees or agents. The company shall not be liable for damage to property or for injury to any person arising from the installation, maintenance or removal of equipment, software, wiring, etc.

EXCESSIVE/ILLEGAL USE OF RESOURCES: To protect and maintain high availability of all its servers, activities designed to cause harm to or monopolize the resources of any server in the Star Communications LLC network are strictly prohibited. This includes, but is not limited to, the use of programs that consume excessive CPU time and or use of server space for backup or storage of material unrelated to the web site of an account. Use of any provided mail services other than for the customer's own account of disk space without an appropriate reseller agreement of servers to engage in any malicious or illegal activity, including unauthorized access to remote systems or providing the means for such access or engaging in any activity that can be used as a means to begin remote system penetration; distribution of viruses, worms, or any other electronic destructive resource; or maintaining or creating any free for all type sites.

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COPYRIGHT: Customer will not use, or allow others to use, the services provided by Star Communications LLC to send or receive, or otherwise use any information which infringes the patents, trademarks, copyrights, trade secrets or proprietary rights of any other person or entity. This includes, but is not limited to, digitization of music, movies, photographs or other copyrighted materials or software. Customer must obtain appropriate authorization from such other person or entity prior to sending, receiving or using such materials. Customer represents and warrants that Customer is the author and copyright owner and/or authorized licensee with respect to any hosted content and Customer further represents and warrants that no hosted content violates the trademark, copyright, domain name or intellectual property rights of any third party. Star Communications LLC assumes no responsibility, and Customer assumes all risks regarding the determination of whether material is in the public domain, or may otherwise be used for such purposes.

Star Communications LLC is registered under the Digital Millennium Copyright Act of 1998 (DMCA). Under the DMCA, copyright owners have the right to notify Star Communications LLC if they believe that a Star Communications LLC customer has infringed the copyright owner's work(s). If Star Communications LLC receives a notice from a copyright owner alleging any Customer has committed copyright infringement, Star Communications LLC will notify the Customer of the alleged infringement. Star Communications LLC may determine that Customer is a repeat copyright infringer if Star Communications LLC learns that Customer has engaged in online copyright infringement on more than one occasion. Star Communications LLC reserves the right to suspend or terminate the accounts of repeat copyright infringers.

NETWORK AND SERVICE

QUALITY OF SERVICE: Star Communications LLC aims to provide the highest quality of service. Our network is mainly comprised of wireless links that operate in the 2.4 Ghz, 3.65 Ghz, and 5.8 Ghz frequency bands. Other companies use these frequencies as well. Our equipment uses technology that automatically changes frequencies when there is other equipment on the same frequency to help ensure the best signal quality possible without interference. Our equipment is generally not affected by weather conditions. However, customers that have a weak signal under normal conditions (-72 or numerically higher signal strength) may experience service interruptions during severe weather. In the event of power outages Star Communications LLC is set up with power backup systems but cannot guarantee service availability.

NETWORK AVAILABILITY: Star Communications LLC's goal is to maintain better than 99% network availability for any given month (less than 8 hours down time). Network availability is defined as Star Communications LLC network and does not include customer premise radio or other equipment.

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NETWORK AVAILABILITY CREDIT: Should network availability fall below 92% (48 hours outage) for any given month for any reasons other than power failure, equipment failure or damage caused by natural events, Star Communications LLC will credit business and residential customers their daily service charges to the customer's account (Monthly bill amount \times 12 \div 365). The customer must call customer service at (920) 560-2437 and make a claim within 5 business days. Star Communications LLC will only issue a credit if a verifiable outage is on record. To receive a credit for any reason you need to submit a credit request form that can be obtained on our website. www.StarComWI.com

LATENCY: Star Communications LLC target average latency is 30 ms or less delay for standard 64-byte ping from customer's customer premise equipment to Star Communications LLC main gateway address (172.17.1.1). Star Communications LLC target average latency is 70 ms or less for standard 64-byte ping from customer's customer premise equipment to IP address 8.8.4.4 or 4.2.2.2.

SERVICE LEVEL GUARANTEES

Standard Service Guarantee: Star Communications LLC will respond to a service call request to diagnose equipment at customers premises. The customer will be billed a rate of \$50 (+ tax) or \$75/hour (+ tax) depending on the service needed, unless told otherwise at the time of scheduling.

CPE Premium Service Guarantee: Star Communications LLC will respond next business day to a service call request to diagnose equipment at customers premises. The customer will be billed a rate of \$50 (+ tax) or \$75/hour (+ tax) depending on the service needed, unless told otherwise at the time of scheduling.

INSURANCE & EQUIPMENT

EQUIPMENT LEASE / PROTECTION: Customer may choose to lease equipment. If customer leases the equipment, lease equipment protection fee is six percent (6%) per month of equipment cost. Lease term is month to month recurring. Customer may choose to purchase equipment by making payment of full price of equipment at any time. All leased equipment is fully protected for life of lease. **There is a \$50 (+ tax) or \$75/hour (+ tax) per occurrence Service Call Charge depending on the service needed, for all equipment damage claims due at time of replacement equipment.** If customer declines to lease equipment, equipment cost is due in full at time of installation.

EQUIPMENT: Equipment installed at customer's location may only be removed, installed, or modified by Star Communications LLC technicians.

PLEASE CALL US AT (920) 560-2437 IF YOU EXPERIENCE AN INTERNET OUTAGE LONGER THAN 15 MINUTES. THANK YOU FOR YOUR BUSINESS!

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Recurring Payment Authorization Form

Schedule your monthly payment to be automatically deducted from your bank account or credit/debit card. Just complete and sign this form to get started!

REQUIRED CUSTOMER INFORMATION

Customer Name(s): _____
 Service Address (including City/State/Zip/County): _____

 Email Address: _____
 Phone Number(s): _____

Bank Account		Credit/Debit Card	
Checking	Savings	VISA	MasterCard
Personal Acct	Business Acct	AMEX	Discover
Name on Acct: _____		Name on card: _____	
Address on file with financial institution: _____ _____		Address on file with Credit Card Company/Bank: _____ _____	
Bank Name: _____			
Account Number: _____		Card #: _____	
Routing Number: _____		Expiration Date: _____	
Bank City & State: _____		Code on back of card: _____	
Bank Phone Number: _____			



A receipt for each payment will be emailed to the customer and the charges will appear on the customers bank statement or credit card statement monthly. I authorize Star Communications LLC to deduct my monthly charges on the 25th of each month from the account information listed above. I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify Star Communications LLC of any changes to my account information at least 7 days prior to my next billing date. If the payment date falls on a weekend or holiday, I understand that payments may be executed on the next business day. For ACH debits to my account, I understand that because these are electronic transactions, these funds may be withdrawn from my account as soon as the above noted periodic dates. In the case of the ACH transaction being rejected for NSF I understand that I will be charged a \$50.00 NSF fee and I understand that Star Communications will attempt to process the charge again within 5 days with the additional \$50.00 NSF fee included in the 2nd ACH attempt. In the case of credit/debit transaction being rejected for any reason I understand that I will be charged a \$10.00 decline fee. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I certify that I am an authorized user of this credit card/bank account and will not dispute these scheduled transactions with my credit card company or bank; so long as the transactions correspond to the terms indicated in this authorization form.

Signature: _____ Date: _____
 P.O. Box 323 Weyauwega, WI 54983 (920)560-2437 www.StarComWI.com Billing@StarComWI.com