

AUTHORIZATION FOR TRANSFER OF CUSTOMER ISP ACCOUNT

CUSTOMER AGREES:

I authorize MotoSAT to transfer my Internet Service Provider (ISP) account from my current dealer to the new dealer listed below. I understand that the new dealer will now be responsible for providing primary Customer Service and Tier-1 Technical Support for my account. I further understand that this authorization transfers all credit for the recurring monthly sale related to my ISP account to the new dealer listed below. This action is being taken due to changes in my residential location, and/or the inability of my current dealer to provide required service and support at this time.

I understand that MotoSAT will contact me by phone to verify the validity of the transfer request. I also understand that MotoSAT will notify my current dealer that a transfer request has been made.

SAN or Account # (if known): _____
Customer's Signature: _____
Date: _____
Customer's Name (Print): _____
Phone: _____

DEALER AGREES:

I agree that as the new dealer, I will be responsible for providing the primary Customer Service and Tier-1 Technical Support for this customer's account. I also understand that by providing this service and support, I will receive credit for the recurring monthly sale related to this customer's ISP account.

Current Dealer's Name (if known): _____
New Dealer's Signature: _____
Date: _____
New Dealer's Name (Print): _____

MOTOSAT INTERNAL USE:

VAR Agent: _____ Date Customer Contacted: _____

Date Current Dealer Contacted: _____ Transfer Date: _____

Additional comments: _____

Internet Product 3rd Party Escalation Policy And Procedure

Originated October 2005 – Updated 1/5/2008

- MotoSAT will provide, for the extent of the products warranty, telephone technical support, 24 hours a day, 7 days a week and 365 days a year, at no charge to all our Internet product customers who subscribe to our bandwidth service.

- MotoSAT will provide, for the extent of the products warranty, telephone technical support, during normal business hours of Monday through Friday 8am – 5pm MST (excluding local, state and national holidays), at no charge to all our television product customers and our Internet product customers who choose to contract their bandwidth service through other internet service providers.

- When a product is out of warranty please reference the customer service document entitled “MotoSAT out of warranty customer disclaimer”.

- During normal business hours a MotoSAT technical support agent will always offer to initiate a conference call, a warm transfer or provide a connecting telephone number for any support instances which require the assistance or action of a 3rd party service provider.

- At no time will a technical support agent quote pricing for products or services when in communication with a customer without authorization from a supervisor.

- A MotoSAT technical support agent will never offer opinions or innuendo concerning MotoSAT policy, other MotoSAT employees, MotoSAT partners, dealers, installers, competitors, or customers.

- Any and all information gathered by a MotoSAT technical support agent concerning our partners, dealers, installers, competitors, or customers will be used solely for the purposes of resolving technical support issues and will only be shared with other employees of MotoSAT on an as-needed basis.

- In the case of all MotoSAT internet products it is the responsibility of the customers Internet service provider to provide Tier 1 and bandwidth support for its customers.

- In the case of a customer using MotoSAT bandwidth and were signed up for service through a “Sub-Var” (Dealer or installer earning bandwidth commissions for that customer), It is the responsibility of the “Sub-Var” to provide Tier 1 Support. Once the customers ISP or “Sub-Var” has exhausted its Tier 1 responsibilities the customers case may be escalated to MotoSAT Tier 2 technical support by either emailing an escalation ticket to support@motosat.com (MotoSAT guarantees responses to email escalations with 24 business hours of receipt) or by means of an initiated conference call or warm transfer to our technical support dept during normal business hours (Monday-Friday 8am – 5pm Mountain standard time, excluding local state and national holidays.)

Definitions of Tier 1 support responsibilities.

1. Collect the customer’s personal and product warranty information.
2. Determine If the Customers issue is hardware, software, network, or bandwidth related.
3. In cases where a MotoSAT manufactured component appears to be at fault escalate to MotoSAT Tier 2 Internet support.
4. In cases where the customers issue appears to be related to a networking issue revert the customers network setup to reflect our recommended setup for networking according to our most current antennae positioner operation manual. (These documents can be obtained from our website www.motosat.com under the Internet support downloads section). Any networking support requested by the customer that is not detailed in our most current antennae positioner operation manual is considered outside of any MotoSAT support boundaries. Keep in mind MotoSAT offers pay per incident support for network issues not covered in our most current

antennae positioner operation manual. You may offer to escalate such issues to our Tier 2 Internet support if the customer is willing to consent to the fees. If the customer objects to reverting to our recommended settings, politely inform the customer that you will not be able to assist them and suggest they contact a 3rd party networking professional or their systems administrator.

5. In all other cases (software or bandwidth related issues) refer the customer to the entities responsible for supporting the 3rd parties’ component or service (for example Linksys or Microsoft).

Definitions of Bandwidth support responsibilities.

1. Collect the customer’s personal and product warranty information.
2. Determine if the customers issue is hardware, or network related.
3. In cases where the customers issue appears to be related to a networking issue revert the customers network setup to reflect our recommended setup for networking according to our most current antennae positioner operation manual. (These documents can be obtained from our website www.motosat.com under the Internet support downloads section). Any networking support requested by the customer that is not detailed in our most current antennae positioner operation manual is considered outside of any MotoSAT support boundaries. Keep in mind MotoSAT offers pay per incident support for network issues not covered in our most current antennae positioner operation manual. You may offer to escalate such issues to our Tier 2 Internet support if the customer is willing to consent to the fees. If the customer objects to reverting to our recommended settings, politely inform the customer that you will not be able to assist them and suggest they contact a 3rd party networking professional or their systems administrator.
4. In cases where a Bandwidth component (for example a DiRECWAY modem or radio assembly), appears to be at fault escalate as required by your companies warranty policy.
5. In cases where the customers email will not function properly. Ensure the customer have the proper server addresses for their incoming and outgoing email servers. Possibly have the customer give you the offending accounts password and attempt to configure it and test it on our technical support test station. If necessary, get the customer’s bandwidth identifying information and call the responsible network operations center to escalate the issue.
6. In cases where the customer believes they are not receiving the proper bandwidth speeds for their purchased package escalate the customers issue as required by your company’s policy.
7. In cases where you determine a customer would be better served by switching to a new internet satellite for bandwidth seek a second opinion and authorization from a supervisor to contact the responsible network operations center to perform a satellite migration. (Note: If the customer is using a combination TV and internet system, such as a BOW kit, ensure you explain the consequences of switching satellites and get full permission of the customer before attempting the satellite migration.)

Questions and comments regarding these policies and procedure can be directed to:

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MotoSAT Technical Support Manager
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tim@motosat.com