

Customer Service Representative Questionnaire for WildBlue Service

Customer's Name and Physical Address:

Cell phone number:

Installation date and time requested by customer:

1. Do you know the kind of Wildblue service that you are interested in?

Value
Select
Pro

2. System Requirements

WildBlue has minimum system requirements. Please verify that your system meets them. They are:

PC

300 MHz or faster processing speed
128 MB Random Access Memory (RAM)
Operating System:
 o Windows 98SE, ME, 2000, XP Home or XP
100 MB of hard drive space
An Ethernet card

Macintosh

300 MHz or faster processing speed
128 MB Random Access Memory (RAM)
Operating System:
 o OS 9.x, OS 10.2 or higher
100 MB of hard drive space
An Ethernet card

3. Number of connections and networking

Do you intend to have more than one computer online at a time?

If yes how many?

If one, do you want to be able to access in multiple locations with a wireless connection?

4. Would you like us to setup a wireless network for you?

About the installation

5. Where do you want to install the service?

- Single family home
- Town home
- Condominium
- Apartment
- External building
- Office building

Own or rented

If rented, you will be required to provide a proof of landlord consent.

6. Where will the dish be installed?

On the roof?

If so, is it flat or sloped? (Sloped is standard)

How many stories high is the building? (2 stories is standard)

Will the mount be accessible from a 25 ft ladder? (This is standard)

On the side wall of the building?

In the yard? (who will provide the other items like additional pole to set up the dish etc...may be we can count it as a non standard installation and charge the cost of the pole)

7. Are we replacing an existing satellite dish?

If so, is it mounted on a pole?

8. Construction

What material is the roof? Slate, wood shake shingles, asphalt, composition/asphalt shingles, metal

House? Wood frame, siding, brick, masonry

9. Are there any special mounting requests or requirements?

10. Line of sight

Is there unobstructed view of the southern sky from the building or yard?

Are overhead power lines or trees in the line of sight?