



## Absentee Service Call Form

Dear DCB Customer,

You have requested Door County Broadband, LLC (DCB) to perform a service call to your home or business in the effort to assess and fix an issue you are having currently with your internet service DCB provides to you. As a matter of policy, DCB does not perform service calls without one of the homeowners/business owners present at the time of the service call.

You have requested that we perform a service call without you present at the time of the service call. DCB is hereby authorized to enter the property, including the residence or place of business, if necessary to assess any potential issues with your internet service and the equipment that provides the internet service. DCB will use its judgment regarding the need for new equipment to get your internet service working properly.

Your account will be billed for the service call in the amount of \$75, plus cost of any equipment used. If the estimated amount is in excess of \$150, a representative from DCB will contact you to discuss what is necessary to complete the service call before proceeding. It will be necessary that you or one of your representatives that can make decisions for you, be available by phone at the time of the service call in the event we need permission to proceed beyond the \$150. If you or your representatives are unavailable and it requires an additional service call, you will need to be present for the additional service call.

DCB is hereby released from any and all liability regarding the service call, service performed regarding the same, installation or replacement of any equipment as deemed necessary.

Please acknowledge acceptance of this service call policy by returning an email or a signed copy of the form stating your acceptance and agreement:

I, \_\_\_\_\_ [authorized representative of DCB customer],  
hereby authorize Door County Broadband to complete a service call at the following address  
\_\_\_\_\_[tenant address].

\_\_\_\_\_  
Signature of authorized representative

\_\_\_\_\_  
Date