

5G SMARTHOME APPLICATION FORM



CUSTOMER INFORMATION

*Last Name

Contact Number

Billing Address

*First Name

Email Address

Location of Residence

Date of Birth

ID Provided

Passport Driver License Voter ID Military ID ASG IMG ID

ID Number

5G SUPERSPEED PLAN

Please indicate below with a check mark the plan you wish to purchase.

■ SUPERSPEED ALPHA

500GB

\$59 PER MONTH
(1 Year Contract)

■ SUPERSPEED BETA

1TB (1000GB)

\$99 PER MONTH
(1 Year Contract)

FOR BLUESKY USE ONLY

ICC Sim Number

IMEI# Handset/Mifi/Dongle/Tablet Serial

New Phone Number

Customer Key Number

Service Type

Residential Business
 Non-Profit Government

CUSTOMER ACCEPTANCE

I hereby agree and accept the warranty, terms and conditions as stated on this service application and that all the information above is correct. The Bluesky Sales Representative has adequately explained it to me prior to signing this application.

Customer Signature

RSSR Signature

Date

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TERMS & CONDITIONS

- **Service Commitment:** The period beginning on the activation date of service for the customer and lasting until the contracted end date of the service.
- **Service Commitment and Early Termination Fee:** By signing up for the Super Speed service plan, you are agreeing to a postpaid service for a minimum contract term of 12 months. Your Service Commitment begins on the day we activate your service. You have received certain benefits from us in exchange for any Service Commitment greater than one month. If we terminate your service for nonpayment or other default before the end of the Service Commitment, or if you terminate your service for any reason other than pursuant to a change of terms, conditions or rates as set forth below, you agree to pay us with respect to each device identifier or telephone number assigned to you, in addition to all the amounts owed, and an Early Termination Fee in the amount of \$300 ("Early Termination Fee"). Once your contract term is completed, you will remain a customer on a month-to-month basis unless you choose to renew your contract or discontinue your plan.
- **Data Allotments:** As a Super Speed customer, you will receive regular monthly data allotments on the 21st of each month valid until the 20th of the new month. Any remaining data allotment will not roll over into the next month. Should the monthly data allotment be depleted before the next allotment replenishment; you can purchase from one of the prepaid speednet bundles available for all pure prepaid customers by recharging the exact dollar amount of the desired prepaid speednet bundle to remain connected until the 21st of the following month. You may contact your POC or our 24-hour Customer Service team for further information by dialing 611 from your Bluesky phone or by dialing 699-2759 and press 0 to speak to a live representative.
- **Temporary Hold:** You may temporarily halt your service in-person or in writing one-time during your contract cycle at no extra charge for thirty (30) days. However, should you elect to extend the temporary hold of service of greater than 30 days, you will be charged an extended fee of \$25. Temporary Holds have a maximum of 90 days. Once the 90-day limit has been reached, your account will be permanently disconnected if you have not requested to remove the temporary hold. All charges incurred will be required to be paid, including the termination fee of \$300.
- **CHARGES AND DISPUTES:** You are responsible for paying all charges for or resulting from services provided under this Agreement. You will receive monthly bills that are due in full as shown thereon. YOU MUST, WITHIN 30 DAYS OF THE DATE OF THE BILL, NOTIFY US IN WRITING AT BLUESKY COMMUNICATIONS, CUSTOMER SERVICE DEPARTMENT, 478 LAUFUO SHOPPING CENTER, PAGO PAGO, AS 96799 ("BLUESKY'S ADDRESS") OR VIA EMAIL AT csc@blueskypacificgroup.com, OF ANY DISPUTE YOU HAVE WITH RESPECT TO THE BILL, INCLUDING ANY CHARGES ON THE BILL AND ANY SERVICE WE PROVIDED FOR WHICH YOU WERE BILLED, OR YOU WILL HAVE WAIVED YOUR RIGHT TO DISPUTE THE BILL OR SUCH SERVICES AND TO BRING, OR PARTICIPATE IN, ANY LEGAL ACTION RAISING ANY SUCH DISPUTE.
- **Billing and Payments:** Automated payment service is available in which the customer must complete an ACH Authorization form. Any changes to your banking or credit card information should be immediately notified to Customer Support Care at 611 on your Bluesky mobile device or 699-2759, press 0 to speak to a live agent to avoid disruption to your service. Services will still be suspended for any declined debit/credit charges or returned bank checking checks until payment is made.
 - Bluesky will mail the monthly bill statements by the 25th of each month. All payments for the Super Speed term plans are non-refundable and any past due balance beyond the Pay Bill Due Date by the 12th of each month is subject to incur a \$5 late fee. A non-payment of your bill will result in a service interruption..
- **Customer Proprietary Network Information (CPNI):** For all Bluesky services, a signed CPNI authorization form is necessary and includes your name, address, village, and phone number with a password and preset recovery question to access your account. Federal Compliance CPNI mandates Bluesky to keep your proprietary information private, confidential, and only authorized personnel will have access to your information. Any changes to your term contract must be in writing and require submission within a minimum of thirty (30) days.
- **Right to Modify or Terminate Service:** Bluesky has the right to change the plan prices and internal policies in the form of a written notification thirty (30) days prior to billing date of activation. Other provisions for the customer sign-up application and these Terms and Conditions combined make a complete statement of our Service Agreement. If any part is legally prohibited or invalid, such provisions shall be disregarded, but the remainder shall continue to remain in effect. This agreement shall be adhered to the applicable American Samoa and United States federal laws. You are responsible for complying with such rules and regulations of the Federal Communications Commission and any federal or territorial regulatory authority.