



INTERNET ACCESS SERVICES  
SIGN-OFF FORM

CUSTOMER INSTALLATION SERVICE FEEDBACK

	Please tick as appropriate				
	Excellent	Good	Average	Fair	Poor
1. Installer time management (Installer arrive at the agreed time?)					
2. Staff presentable and courteous					
3. Neatness/ Quality of the installation					
4. How was the training on basic troubleshooting?					
5. How would you rate the overall installation process?					

CUSTOMER ASSESSMENT (PLEASE TICK AS APPROPRIATE)

1. Was the internet speed test carried out?	YES	NO
2. Did the speed match what the salesperson mentioned?	YES	NO
3. Do you know where to locate the numbers for Customer Support?	YES	NO
4. Have you been trained on how to change your password on poa.im?	YES	NO
5. Have you been informed not to change the port of the cable form the LiteBeam/ switch?	YES	NO

Was any property damaged during the installation?

NO/ YES	If YES, describe the nature of the damage below
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ADDITIONAL CUSTOMER COMMENTS

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AGREEMENT

I hereby confirm that the information provided in this Sign-Off Form is accurate and undertake to inform Poa Internet Kenya Ltd of any changes. I accept Poa Internet Kenya Ltd's Standard Terms and Conditions For Internet Access Services - [https://poa.co.ke/s/Poa\\_Service\\_Terms\\_and\\_Conditions.pdf](https://poa.co.ke/s/Poa_Service_Terms_and_Conditions.pdf) . I confirm I understand the equipment remains the property of Poa Internet Kenya Ltd. I confirm that I am authorised to enter into this Agreement.

Name		Sign:	Date:
On behalf of Poa Internet Kenya Ltd, I hereby accept this Sign-off Form.			
Name		Partner:	Date: