



# RealNet Application Form

Data Access Services  
330 Perry Highway, Harmony, PA 16037  
Phone 724-935-6850, Fax 724-935-8233

Date \_\_\_\_\_

Project Name \_\_\_\_\_ Project City \_\_\_\_\_

## Distributor

Distributor: \_\_\_\_\_ Contact \_\_\_\_\_

Location or store # \_\_\_\_\_

## User (Entity ultimately responsible for long-term billing)

Contact \_\_\_\_\_ Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

## Installer

Company \_\_\_\_\_

Contact \_\_\_\_\_ Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

## Billing

Purchase Order \_\_\_\_\_

### Billing Info:

Name on Credit Card \_\_\_\_\_

Card Number \_\_\_\_\_ Type \_\_\_\_\_

Exp. Date \_\_\_\_\_ PIN \_\_\_\_\_

Billing address: Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Choose one of each category, check appropriate box															Optional			Displayed Name (shown as the "Name" when you log on the server) SITE CONTROLLER	Tucor Assembly No. (on barcode sticker)		
RKS - NLCS	Controller Type (required for server)					Connection (required for server)			Service Plan						Duration	WS					
	Using WIN-200						LAN WLAN	1 Year	3 Years	5 Years	Tucor	Weather	Reach								
	RKS NLCS RKD NLCD			TWC NV																	
RKD - NLCD	RKD-O	NV	TWI	AIC	WIN-200	LAN-200	WLAN-200							NET1RK	NET1-RKS	NET2-RK	NET2-RKS	NET-NV-1	NET-NV-2	NET-LAN	
EXAMPLE	X					X			X											Example: PSU GREENHOUSE HALL	T11156130
2																					
3																					
4																					
5																					
6																					

The following are used for your RealNet web page logins. Note that both items are case sensitive, 5 characters minimum, and spaces are not allowed. *Please enter the information clearly, using the desired case.* Subsequent changes must be made by Tucor.

User Name \_\_\_\_\_ Password \_\_\_\_\_

### Explanation of the chart above

**Connection:** What type of hardware connects the controller to Tucor's RealNet server:

**WIN-200** uses a cellular network.

**LAN-200** uses the customer's own local area network.

**Service Plan:** Depends on the Connection hardware. See Real Net pricing document for further information.

**WIN-200: For RKS,NLCS, RKD and NLCD:**

NET1-RK (all year) & NET1-RKS (seasonal) = For standard installations

NET2- RK (all year) & NET2-RKS (seasonal) = Required if using Weatherstations or Moisture Sensors)

**For NV:** = NET-NV-1

**LAN-200:** NET-LAN only

**Weatherstation** (using Server Redirect): Optional, two choices: Tucor Weather Station or Weather Reach Direct

RKD/RKS: A Weatherstation may be directly connected to an RKD or RKS; no network connection is required. However, if you wish to share the Weatherstation's ET data with other controllers, "WS Server Redirect" is used. An RKD or RKS connected to the server (via RealNet) sends its ET data once per day to the server. The server then distributes it once per day to other controllers that are also connected via RealNet. There is a server fee to send the ET data to the server, but multiple controllers may receive the ET without additional charge. The same features may be used with Irrisoft's Weather Reach plan.

TWC-NV: Both the Weatherstation and the NV must be separately connected to the Realnet server. The Weatherstation first sends its data to the server, which then adjusts the Water Budget of the NV's Program(s) and sends the changes back to the NV. NV connections are priced individually.

**Plan Duration** (billing cycle): Available in one, three, and five year durations.

**Assembly No. :** The finished controller has an Assembly No. which contains unique information that Tucor must have for the RealNet setup. Enter the Assembly number if known; it will be necessary at some point in the registration process.

**LAN-200 Configuration:** If desired, the LAN-200 may be programmed by Tucor at the factory. The following fields are required.

Append additional lines for each device if necessary. See the installation document for further information.

Internal IP \_\_\_\_\_ Port \_\_\_\_\_

Subnet Mask \_\_\_\_\_ Gateway \_\_\_\_\_

## Billing Procedures

### Real Net Billing Policy

All accounts are due in net 30 days unless otherwise indicated on application. If accounts are not paid within 60 days the device will be placed in a **passive state** and will not be operational remotely through the web-based server and will no longer be backed up to that server. The Sim Card on this device will be deactivated in KORE at the point of placing the device in a passive state.

NOTE: If your device is operating with a Win 100 utilizing a KORE EE SIM Card this device cannot be reactivated without your conversion of your system to a 3G compatible device. This conversion will require the replacement of a Win 100 device with a Win 200( or other 3G compatible device) and the payment of the charges related to this replacement according to or 2G-3G Migration Program. ( For details on this program contact our office)

### Account Cancellation Policy

All device cancellation requests must be a written notification submitted to our billing office indicating the intent to cancel service, the effective date, and device for which this cancellation is requested. Please allow 5 days for processing of this request although we will strive for 48 hour turnaround. If service is cancelled mid -year a prorated credit will be returned to customer within 45 days for all prepaid charges. No credit will be provided for activation or reactivation fees once the device is activated on the Server.

### Real Net Account Reactivation Policy

To reactivate an account which has been suspended in CIMS for nonpayment, you will need to pay all outstanding charges plus a \$50 Reactivation Fee. Please allow 48 hour for all reactivation to be processed.

NOTE: Reactivations of WIN 100 devices will not be completed without your conversion of the device to one which is 3G compatible as noted above.

### Change of Billing Responsibility

Real Net Billing will occur in January for the upcoming year for all Annual device subscriptions and in April for all Seasonal Device subscriptions. In the event that you are no longer responsible for the payment of a device please notify our billing department 15 days prior to the billing cycle to allow for correction of the billing. If billing has been generated for a device we will assume responsibility for this device has not been changed unless notification has occurred and will proceed with cancellation and collection according to the payment policy noted above. It is **your responsibility** to contact our office with the appropriate billing responsibility to prohibit cancellation of your device..