

Tatum Telephone Co. Internet
(tatumtel.net)
P. O. Box 698 Tatum, TX 75691
INTERNET SERVICE AGREEMENT

Customer Name _____ Date _____ Phone _____

Street Address _____

City _____ State _____ Zip _____

This is an agreement between Tatumtel Internet and the customer. Through this agreement you agree to accept DSL services from tatumtel.net for a period of time as designated below (one year contract).

DSL Service

The charges discussed do not include applicable taxes and surcharges. Upon expiration, this agreement will continue month to month until it is cancelled by either party. If you do not honor this term, then you will be liable for an early cancellation fee of \$99.00. (There is no cancellation fee for dial-up)

The attached **Terms and Conditions** contain general provisions regarding the obligations of the parties under this agreement. By signing below, you agree to be bound by the **Terms and Conditions**.

Service Rates: (Unlimited Access)

Please check one:

- | | | |
|-----------------|-------------------------|--------------------|
| ▪ Basic ADSL | 128 Kb Up/ 384 Kb Down | \$ 39.00 per month |
| ▪ Enhanced ADSL | 256 Kb Up / 768 Kb Down | \$54.00 per month |
| ▪ Deluxe ADSL | 384 Kb Up/ 1.0 Mb Down | \$90.00 per month |

Other Charges and Equipment(check all that apply):

- DSL External Modem \$69.00 (required for service)
- Surge Protector \$35.00 (highly recommended)
- DSL Installation \$99.00 without one year contract (The installation charge includes network activation and installation of the modem to one location within the customer's premise.)

Signature: _____ **Date** _____

Required: 1st E-mail address and Username: _____ @tatumtel.net

Password: _____

E-Mail Requirements: (5 Free E-Mail Addresses for DSL)

E-Mail #2 _____ @tatumtel.net / Password: _____

E-Mail #3 _____ @tatumtel.net / Password: _____

E-Mail #4 _____ @tatumtel.net / Password: _____

E-Mail #5 _____ @tatumtel.net / Password: _____

S.O. # : _____ Activation Date: _____ Change Date: _____

\$25.00 service fee will be charged for programming changes or additions of E-Mail addresses.

ADSL INFORMATION

Tatumtel Internet, High Speed Internet:

DSL internet service is not available in all areas. Please check with tatumtel.net

- ❖ Always connected
- ❖ Operate DSL and telephone over one telephone line
- ❖ Free Installation (With 1 Year Contract)
- ❖ DSL Modems for sale (required)
- ❖ Up to 5 Free E-Mail Addresses
- ❖ 1 Static Address provided. (Additional available at extra cost.)

If you sign a 1 year contract we will waive the \$ 99.00 Activation/installation fee.

\$60.00 per hour will be charged on any work past the modem. This applies to any routers/hubs, network wiring, and/or computer configurations. This charge is billed in 15 minute increments after one hour.

\$25.00 service fee will be charged on service calls resulting in no trouble found in the DSL circuit, or for programming changes (decrease or increase of speed, change or additions of email Addresses) E-Mail addresses in excess of the 5 already included are available for \$7.50 each, per month. For each additional E-Mail address, there will be a \$10.00 activation charge (non-recurring).

_____File and Print Sharing Off – File and print sharing should be turned off on your computer. If they are turned on, there is a greater risk that other users on the internet could access your computer system and/or files. By initialing here, you state your understanding of the above statement and take full responsibility for any and all damage to your computer system and/or files should you leave the file and print sharing turned on.

_____ Surge Protection and Grounding – Customer agrees to properly surge protect their computer equipment and any additional devices attached to said equipment. Tatumtel.net and/or Tatum Telephone are not responsible for any conditions, outages, or problems that result due to power surges, or lack of surge protection.

_____ Firewall Protection – Tatumtel.net is not responsible for any external intrusion to the customer's computer or network equipment. The customer is responsible for providing firewall protection in an effort to help prevent intrusions. Since this service is an "Always On" connection, it is Tatumtel.net's recommendation that customers have appropriate firewall and virus protection on their equipment when using Tatumtel.net DSL service.

IMPORTANT INFORMATION FOR HIGH SPEED DSL CUSTOMERS

Installation & Setup

Responsibilities of the customer;

It is the responsibility of the customer to connect the DSL modem to his or her network or computer(s). Our installation guide provides detailed step by step instructions for configuring your computer(s) to DSL as your primary Internet Connection. The installation guide will assume that you have a network (ready) computer or a network card properly installed in your computer.

Customer agrees to provide a UL approved surge arrestor for the modem to be powered from.

In addition, our **free help desk support at 1-888-278-5901** is available 24 hours a day seven days a week to assist you with setup.

Responsibilities of Tatumtel Internet Services;

When the installer comes to your home or business, he (she) will install or configure any necessary wiring (within reason) between the outside protector and the DSL modem itself. Once the installer has the modem physically installed he will test the connection with a laptop computer to make sure everything is working properly.

Extended Tatumtel Internet Installation Service;

Tatumtel Internet will install or assist in the installation of wireless and wired routers, hubs and certain other network equipment as requested by the customer.

A charge of \$ 60.00 per hour with a one hour minimum will be charged for any work past the modem. This charge applies to any routers/hubs, network wiring, and/or computer configurations. This charge is billed in 15 minute increments after one hour.

Network Equipment Offered by Tatumtel Internet Service;

- Broadband Routers
- Wireless Routers
- 10/100/1000 Switches and/or Hubs
- In Line DSL Filters
- Category 5 Patch Cords
- Category 5 Network Cable
- Category 5 Jacks & Connectors