

INLAND INTERNET

103 S. 2ND Street
P.O. Box 171
Roslyn, WA 98941

(208) 836-2211; (800) 814-2516
Fax (509) 649-2555
Email: custserv@inlandnet.com

NOTE: MUST COMPLETE A CUSTOMER INFORMATION FORM PRIOR TO COMPLETING THIS FORM.

DISCLOSURE

Inland Internet is an equal service provider and does not unlawfully discriminate on the basis of race, sex, age, religion, national origin, gender identity, sexual orientation, marital status, veteran status or any other basis prohibited by federal, state or local law.

CUSTOMERS NAME _____

SERVICE ADDRESS _____

SERVICES REQUESTED

	MONTHLY RATE	
<input type="checkbox"/> DSL - ADSL SILVER*	\$ 49.95	Telephone service req.; Install fee of \$60/waived with 1 year agreement; Up to 1Mb/4Mb
<input type="checkbox"/> DSL - ADSL GOLD*	\$ 55.00	Telephone service req.; Install fee of \$60/waived with 1 year agreement; Up to 1Mb/6Mb
<input type="checkbox"/> DSL - ADSL PLATINUM*	\$ 65.00	Telephone service req.; Install fee of \$60/waived with 1 year agreement; Up to 1Mb/10Mb
<input type="checkbox"/> DSL - ADSL 1/20*	\$ 75.00	Telephone service req.; Install fee of \$60/waived with 1 year agreement; Up to 1Mb/20Mb
<input type="checkbox"/> DSL-Data Only - Silver*	\$ 50.00	No telephone service; Install fee of \$60/waived with 1 year agreement; Up to 1Mb/4Mb
<input type="checkbox"/> DSL-Data Only - Gold*	\$ 55.00	No telephone service; Install fee of \$60/waived with 1 year agreement; Up to 1Mb/6Mb
<input type="checkbox"/> DSL-Data Only - Platinum*	\$ 65.00	No telephone service; Install fee of \$60/waived with 1 year agreement; Up to 1Mb/10Mb
<input type="checkbox"/> DSL - Data Only 1/20*	\$ 75.00	No telephone service; Install fee of \$60/waived with 1 year agreement; Up to 1Mb/20Mb

*** DSL AND DATA ONLY RATES/SERVICE IS CONTINGENT UPON RESIDING IN THE TELEPHONE SERVICE AREA OF INLAND TELEPHONE COMPANY AND IT WILL DEPEND ON WHERE YOU RESIDE WITHIN THE EXCHANGE; DATA SPEEDS WHERE AVAILABLE.**

FIXED WIRELESS (Where available)

<input type="checkbox"/> FW 10/10	\$ 55.00	Install fee of \$120**; Up to 10Mb/10Mb
<input type="checkbox"/> FW 15/15	\$ 65.00	Install fee of \$120**; Up to 15Mb/15Mb
<input type="checkbox"/> FW 25/25	\$ 75.00	Install fee of \$120**; Up to 25Mb/25Mb

**** INSTALLATION FEE WAIVED IF 3 MONTHS SERVICE IS PAID FOR IN ADVANCE.**

MODEM RENTAL & ADDITIONAL SERVICES

<input type="checkbox"/> DSL - Modem Rental	\$ 4.00	Modem is required to receive DSL service; can choose Modem/Router.
<input type="checkbox"/> DSL - Modem-Wireless Rental	\$ 8.00	Modem is required to receive DSL service; can choose standard Modem.
<input type="checkbox"/> Additional E-mail Account	\$ 5.00	Price for up to 3 additional E-mail accounts.

NOTE: ALL RATES ARE SUBJECT TO CHANGE UPON NOTICE.

NOTE: SERVICE AVAILABILITY IS BASED ON THE FACILITIES SERVING THE AREA.

NOTE: THE LATE PAYMENT FEE IS \$7.00 FOR DELINQUENT INTERNET PAYMENTS.

NOTE: ALL APPLICABLE TAXES AND/OR REGULATORY FEES APPLY.

NOTE: IF A DSL MODEM IS DAMAGED OR NOT RETURNED AT THE TIME SERVICE IS DISCONNECTED, A \$100.00 FEE WILL BE ASSESSED.

NOTE: CONNECTION SPEEDS ARE NOT GUARANTEED AND MAY VARY DEPENDING ON A NUMBER OF FACTORS, SUCH AS LOCATION OF YOUR RESIDENCE, THE AMOUNT OF TRAFFIC ON THE INTERNET, THE ABILITY OF YOUR COMPUTER TO PROCESS DATA, ENVIRONMENTAL FACTORS, AND OTHER FACTORS BEYOND THE CONTROL OF INLAND NETWORKS. INLAND NETWORKS OFFERS A "BEST EFFORT" SERVICE AND WILL ALWAYS DO OUR BEST TO PROVIDE YOU WITH THE FASTEST CONNECTION YOUR SPECIFIC CONDITIONS WILL ALLOW.

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INTERNET INSTALLATION FEE (DSL Service ONLY)

A \$60.00 non-recurring charge is a fee that applies for the installation or move of DSL service, however, if the Customer commits to retain DSL service for a minimum of twelve (12) months, the charge will be waived.

The non-recurring charge will be billed if the service is disconnected for any reason during the twelve (12) month period, including, but not limited to, moves within the exchange, disconnects for non-payment and changes to or from a DSL-ADSL service to or from a DSL-Data Only service.

If the Customer moves within the exchange after the twelve (12) month commitment period, the move is considered a new service. A new or revised application will be required and the \$60.00 move charge will be waived if the Customer commits for another twelve (12) months of service. Accounts disconnected with the twelve (12) month period will be billed the \$60.00 fee at the time service is disconnected.

The \$60.00 fee is due at time of installation if the Customer is not committing to service for a period of twelve (12) months or greater.

I/we fully understand and agree to the above terms and conditions.

SIGNATURE OF APPLICANT _____ DATE _____

APPLICANT (PRINTED) _____

SIGNATURE OF CO-APPLICANT _____ DATE _____

CO-APPLICANT (PRINTED) _____

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INLAND INTERNET RESERVES THE RIGHT TO TERMINATE SERVICE IF THE PROVIDED ACCOUNT INFORMATION IS INCORRECT. ALL CONTACT INFORMATION MUST BE KEPT UP-TO-DATE AND CURRENT.

CUSTOMERS NAME _____

USER NAME AND PASSWORD

Username and Password MUST meet requirements (below) or the Internet service connection will be delayed pending compliance

Username: _____ Password: _____
(Lower case only) (Underline Capital letters. Distinguish between 0, O, 1, l & I clearly.)

Do you want an Inland Internet email address? (Mark one) YES NO

If you are not using an Inland Internet email address, please supply a valid email address: _____

USERNAME AND PASSWORD (Please complete if you answered YES to an Inland Internet email address)

USERNAME

A name with a minimum of three (3) and a maximum of sixteen (16) letters and/or numbers. A username, though it may contain numbers, must start with a letter. After the first letter, it may contain any combination of letters and numbers. No punctuation, spaces, hyphens or special characters may be included in the username. All letters must be in lower case (little letters). Your email address is a combination of your username and the "domain" name of the Internet server. (Example: johndoe99@inlandnet.com)

PASSWORD

A "word" that is a combination of eight (8) to sixteen (16) characters. The password MUST contain at least three of the four following type characters: 1) uppercase or capital letters; 2) lowercase or little letters; 3) numbers; and 4) special or dingbat characters. Inland Internet suggests the following

- > DO NOT USE your name in any form.
- > DO NOT USE your first or last name in any form.
- > DO NOT USE your spouses or child's name.
- > DO NOT USE other information easily obtained about you like your license plate number, telephone number, social security number, street
- > USE a password that you can remember. (Examples: Free4ALL, Comp#1a)(Please do not use these examples)

After the availability of your username and password are checked and your account has been activated, a customer service representative will attempt to contact you.

Additional Accounts or Additional E-mail Accounts:

	<u>USERNAME</u>	<u>PASSWORD</u>
ACCOUNT #1	_____	_____
ACCOUNT #2	_____	_____
ACCOUNT #3	_____	_____

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INTERNET TERMS AND CONDITIONS

The Customer agrees to the following:

- 1) To purchase Internet services from Inland Internet as indicated in this application.
- 2) Services are to be paid for in advance and will begin when the Customer’s account is activated and either the Customer is notified by a representative of Inland Internet or the Customer starts using the account, whichever comes first. This Agreement shall automatically be renewed monthly unless either party provides written notice of cancellation prior to the end of the current billing period.
- 3) To notify Inland Internet of any changes in the account information such as address, telephone number or any other billing information. Time is of the essence in this Agreement.
- 4) That the Service subscribed to and provided is a retail service and shall not be re-sold or shared with a business or individual not residing at the service address.
- 5) To not assign, transfer or otherwise encumber any interest in the services provided pursuant to this Agreement without prior written consent of Inland Internet.
- 6) **To abide by all applicable laws regarding the use of Inland Internet services including but not limited to U.S. and International Copyright Laws and any Acceptable Use Provisions as may be posted on the Inland Internet web site (<http://www.inlandnetworks.com/legal/acceptable-use-policy/>). Customer fully understands that a violation of this provision may, at Inland Internet’s discretion; result in immediate termination of service without prior written notice.**
- 7) Inland Internet is not responsible for the purchase, provisioning or maintenance of any equipment outside of the Inland Internet facilities that may be required by the Customer to access Inland Internet services.
- 8) Use of any information obtained through this service is at the Customer’s own risk. Inland Internet specifically denies any responsibility for the accuracy or quality of information obtained through Inland Internet service and Customer agrees to indemnify and hold harmless Inland Internet and/or Inland Internet’s parent company, affiliates, officers or employees from any claims resulting from Customer’s use of this service which damages Customer or another party.
- 9) **Customer is required** to maintain all computing devices connected to Inland Internet’s network and Inland Internet’s subscriber’s networks free of viruses, worms, Trojan horses and any other malware that interferes with any other customers service or the normal operation of the network. Normally this requires purchase, installation and weekly updating of a major, third party anti-virus software, **AND** regular Windows Update patching of Windows operating systems to repair the constant stream of new flaws discovered. Some form of firewall is strongly advised. **The Customer’s failure to keep its system(s) pest free and patched may result in suspension of service at Inland Internet’s sole discretion and may result in cancellation of service for repeat violation.**
- 10) Inland Internet reserves the right to terminate service.
- 11) This Agreement shall be construed under and enforced in accordance with the laws of the State of Washington and the validity and performance hereof shall be governed by same.
- 12) After installation of Fixed Wireless service at a customers premise, it is the responsibility of the customer to keep the line-of-sight clear of obstructions within the customers property. Obstructions include but are not limited to bushes, shrubbery, trees, and buildings. Should a Fixed Wireless customer erect an obstruction that requires Inland to move the Fixed Wireless antenna at the premise, the customer shall be fully responsible for charges related to the re-location of the antenna.

I/We have read and understand the rates, terms and conditions listed above for Internet Service.

SIGNATURE OF APPLICANT _____ DATE _____

APPLICANT (PRINTED) _____

SIGNATURE OF CO-APPLICANT _____ DATE _____

CO-APPLICANT (PRINTED) _____