

R & R CABLE COMPANY (d/b/a Inland Networks)

103 S. 2ND Street
 P.O. Box 610
 Roslyn, WA 98941

(509) 649-2212
 Fax (509) 649-2555
 custserv@inlandnet.com

NOTE: MUST COMPLETE A CUSTOMER INFORMATION FORM PRIOR TO COMPLETING THIS FORM.
NOTE: INTERNET SERVICE IS PROVISIONED BY INLAND INTERNET ON BEHALF OF R & R CABLE COMPANY

DISCLOSURE

Inland Networks 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(S) _____

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 for you: _____

INTERNET ACCOUNT INFORMATION

Inland Networks reserves the right to terminate service if the provided account information is incorrect. **ALL CONTACT INFORMATION MUST BE KEPT UP-TO-DATE AND CURRENT.**

INTERNET SERVICE REQUESTED. (SERVICE PROVIDED BY INLAND INTERNET)

NOTE: ALL RATES LISTED IN THIS APPLICATION DO NOT INCLUDE APPLICABLE TAXES, SURCHARGES, AND/OR REGULATORY FEES.

	<u>MONTHLY RATE</u>	
<input type="checkbox"/> Cable Modem - New Bronze	\$ 28.00	Install fee of \$120**; Up to 1Mb/5Mb
<input type="checkbox"/> Cable Modem - New Silver	\$ 33.00	Must subscribe to cable television service; Install fee of \$120**; Up to 3Mb/10Mb
<input type="checkbox"/> Cable Modem - New Gold	\$ 43.00	Must subscribe to cable television service; Install fee of \$120**; Up to 3Mb/20Mb
<input type="checkbox"/> Cable Modem - New Platinum	\$ 63.00	Must subscribe to cable television service; Install fee of \$120**; Up to 5Mb/50Mb
<input type="checkbox"/> Cable Modem Only-New Silver	\$ 48.00	No cable television service; Install fee of \$120**; Up to 3Mb/10Mb
<input type="checkbox"/> Cable Modem Only-New Gold	\$ 58.00	No cable television service; Install fee of \$120**; Up to 3Mb/20Mb
<input type="checkbox"/> Cable Modem Only-New Platinum	\$ 78.00	No cable television service; Install fee of \$120**; Up to 5Mb/50Mb
<input type="checkbox"/> Fixed Wireless Internet	\$ 64.95	\$40.00 nonrefundable Site Survey; Actual installation charges apply. Fixed Wireless speeds very based on location.

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

MODEM RENTAL & ADDITIONAL SERVICES

<input type="checkbox"/> Cable Modem-Rental	\$ 5.00	A cable modem is required to receive Cable Modem service.
<input type="checkbox"/> Cable Modem/Wireless-Rental	\$ 8.00	A cable modem is required to receive Cable Modem service.
<input type="checkbox"/> Wireless Router-Rental	\$ 5.00	A router is advised to receive Fixed Wireless service.
<input type="checkbox"/> Additional E-mail Account	\$ 5.00	Price for up to 3 additional E-mail accounts.

- NOTE: ALL RATES ARE EFFECTIVE AS OF THE DATE PUBLISHED AND ARE SUBJECT TO CHANGE.**
- NOTE: THE LATE PAYMENT FEE IS \$7.00 FOR DELINQUENT INTERNET PAYMENTS.**
- NOTE: IF RENTED EQUIPMENT IS DAMAGED OR NOT RETURNED AT THE TIME SERVICE IS DISCONNECTED, A \$100.00 FEE WILL BE ASSESSED.**
- NOTE: INLAND NETWORKS CANNOT PROVIDE NETWORK RELIABILITY FOR EQUIPMENT NOT PROVIDED BY INLAND NETWORKS; FEES APPLY FOR ANY TROUBLE SHOOTING OF CUSTOMER OWNED EQUIPMENT.**
- NOTE: SERVICE IS CONTINGENT UPON RESIDING IN THE INLAND NETWORKS SERVICE AREA AND AVAILABILITY IS BASED ON THE FACILITIES SERVING THE AREA.**
- NOTE: CONNECTION SPEEDS ARE NOT GUARANTEED AND MAY VARY DEPENDING ON A NUMBER OF FACTORS, INCLUDING BUT NOT LIMITED TO, THE LOCATION OF YOUR RESIDENCE, RESIDENCE WIRING, 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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CUSTOMERS NAME _____

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

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.)

USERNAME/PASSWORD REQUIREMENTS

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) charactes. 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 address, vehicle type, etc...
- > 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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CUSTOMERS NAME(S) _____

INTERNET TERMS AND CONDITIONS

The Customer agrees to the following:

- 1) To purchase Internet services from Inland Networks 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 Networks 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 Networks 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 another residence, business, or individual not residing at or visiting the service address.
- 5) To not sell, assign, transfer or otherwise encumber any interest in the services provided pursuant to this Agreement without prior written consent of Inland Networks.
- 6) **To abide by all applicable laws regarding the use of Inland Networks services including but not limited to U.S. and International Copyright Laws and any Acceptable Use Provisions as may be posted on the Inland Networks web site (<http://www.inlandnetworks.com/legal/acceptable-use-policy/>). Customer fully understands that a violation of this provision may, at Inland Networks discretion; result in immediate termination of service without prior written notice.**
- 7) Inland Networks 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 Networks 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 Networks, it’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 Networks network and Inland Networks 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 Networks sole discretion and may result in cancellation of service for repeat violation.**
- 10) Inland Networks reserves the right to terminate service.
- 11) 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 Networks 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.
- 12) 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.

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

SIGNATURE OF SUBSCRIBER _____ DATE _____

SUBSCRIBER (PRINTED) _____

SIGNATURE OF CO-SUBSCRIBER _____ DATE _____

CO-SUBSCRIBER (PRINTED) _____