

HIGH SPEED INTERNET

Terms and Conditions Contract for High Speed Internet Service provided by Griswold Cooperative Telephone Company

1. I _____, telephone number _____ am subscribing to High Speed Internet Service.
2. I agree to retain this High Speed Internet Service for a minimum 12 month period. By agreeing to this minimum 12 month contract period, a \$99.00 installation fee will be waived. If my telephone service or High Speed Internet is disconnected for any reason within the 12 months, other than moving of service or placing service on vacation status, the contract will be considered broken and the \$99.00 install fee will be charged to my bill at the above telephone number. Circumstances that will break the 12 month contract include: choosing to disconnect the service while still in contract, if my telephone service is disconnected for failure to pay the bill or if my High Speed service is disconnected/suspended for failure to comply with condition number 8 below. If High Speed Internet service is disconnected for any of these reasons, I agree to pay the bill in full, pay the \$99.00 for breaking the contract, and sign a new 12 month contract for High Speed Internet or pay an additional \$99.00 install fee before High Speed Internet will be reconnected. Once I am out of the 12 month contract, if my High Speed Internet service gets disconnected for any reason, I understand that I will have to pay the \$99.00 install fee or sign a new 12 month contract before the service will be reconnected. If service is moved from one address to another I will pay half of the installation fee and sign a new 12 month contract. If I place my telephone on vacation status services will be charged at half price and will not affect the contract period.
3. A move charge will apply at the current rate if I request to move the service within a residence or building.
4. I will buy and have on hand at the time of installation a new surge suppressor. The High Speed Internet Modem will be required to be plugged in to the surge suppressor at the time of installation and remain plugged in at all times. The Modem is the property of the Griswold Cooperative Telephone Company and I agree to be responsible for protecting it from damage. If the modem is damaged due to power surges, lightning or negligence, I will be billed on my telephone bill, \$350.00 for the modem.
5. High Speed Internet must be installed and billed to the customer subscribing to the service. It can not be installed at a separate address/phone number from where it is billed. If I want to use High Speed Internet at a business and a residence, then I understand that I will have to pay for two separate High Speed Internet services. I am only subscribing to High Speed Internet and not dial-up Internet capabilities. If I want dial-up Internet capabilities as well as High Speed, I understand that I will have to pay the separate charge for dial-up service.
6. Multiple computers can be networked together on High Speed Internet. Networking of computers can be done via a customer purchased router or via Griswold Telephone's modem. Griswold Telephone wireless modems are available for an additional monthly fee. It is the subscriber's responsibility to network computers together that will be accessing the Internet simultaneously. If a router is not used for networking, other fees may apply.
7. I understand that High Speed Internet service is offered at speeds up to 512k, up to 768k, or up to 1.5Mb.
8. I agree not to host websites and/or produce mass emails. I also agree to keep Microsoft windows current by downloading recommended updates. If I do not comply with the previous statements, Griswold Cooperative Telephone Company reserves the right to suspend or disconnect my High Speed Internet service, as these previously stated acts could cause problems for all High Speed Internet users. I also understand that Griswold Cooperative Telephone Company recommends using and frequently updating anti-virus software protection.
9. I understand that I am responsible for taking measures to ensure security and prevent unauthorized users from accessing the Internet through customer provided wireless routers. Unauthorized users consist of anyone accessing my Internet connection that is not a member of my immediate household. Providing unauthorized

users with Internet access is considered theft, and will result in breach of contract and loss of service. If using a Griswold Telephone wireless modem, customer is responsible for maintaining a secure connection.

10. New telephone jacks that are needed or requested to be installed at customer premise will be an extra cost to the customer. This is not included as part of the typical installation.

I agree to all Terms and Conditions of this High Speed Internet Installation and Service Contract.

Subscriber

Date

Witness

Date