

TCT
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TCT DSL Internet Services Agreement

Montana



This agreement is made between _____ and TCT for DSL Internet service at the following physical address: _____ . A \$20 connect fee will be applied to customer's first bill. Customer agrees to a credit check by TCT prior to installation of service and, in addition to the connect fee, a security deposit may be required as a result of the credit check. TCT will arrange for required modem to be delivered and installed at your home or business . The customer will be responsible for networking multiple computers on the service as well as equipment required for networking. Customer agrees to abide by the Acceptable Use Policy of the Company. The Acceptable Use Policy can be found at http://www.tctwest.net/internet/acceptable_use_policy.php.

Most customers do not require the use of a static IP address. Those customers who do request a static IP address agree to pay a \$25.00 set up fee and \$10.00 per month for the use of that address. In addition, customers requesting static IP addresses must provide a written request with a brief explanation of the reason the address is needed.

Customer may request e-mail service by completing the e-mail registration information on the back of this form. One main account will be provided. Customer may then add up to four additional addresses by logging on to www.tctwest.net. Please contact our help desk for assistance.

Equipment: The customer will be responsible to purchase the DSL modem required to supply Internet service. TCT will arrange for the modem to be delivered, but the cost of the modem will be borne by the customer.

Qwest Loop Requirements: Customer will be responsible for Qwest loop charges associated with DSL service. Qwest will bill customer monthly for loop charges. Specific charge depends upon speed of service ordered and Qwest pricing.

Contract Period: There will be a minimum contract period of 1 month. Residential customers who receive a 1-time discount on installation charge must enter into a minimum 1-year agreement. There will be no vacation periods allowed. If customer disconnects service, a \$99 re-establishment fee will be charged.

Installation: TCT will configure and install the DSL modem. Additional wiring requests will be charged out at \$70.00/hour for the first hour and \$50.00/hour thereafter. The installation crew will inform the customer prior to installation if additional charges will apply. A move fee charged by TCT (time and materials) will apply if a customer requires service moved to a new premise location or within the existing premise.

Service Coverage: TCT offers its customer an optional service coverage plan for only \$1.75 per month. Customers subscribing to this plan will not be charged for maintenance calls to their home or business regarding Internet trouble. Our rate for service calls is \$70.00/hour for the first hour and \$50.00/hour thereafter billed in half-hour increments.

***Any additional installation time and/or materials will be charged to the customer.**

Computer requirements: (customer responsibility) **Desktop:** An ethernet card must be installed in customer's computer **Laptop:** PCM or USB slot must be available

Monthly Service Charges: (please choose one option)
NOTE: Bills will cycle on the 1st of every month. Credit & debit card payments will be processed on the 3rd, and automatic (ACH) payments on the 10th of each month.

\$24.95 per month - 256K
 \$31.95 per month - 1.5Mbps

Good surge protection and grounding are recommended and are the responsibility of the customer. Equipment provided by TCT remains the property of TCT. Any damage to the provided equipment after initial installation will be the responsibility of the customer. Customer may purchase equipment protection coverage for \$1.50 per month which will cover all damage to TCT equipment. TCT reserves the right to refuse service.

Monthly Service Coverage: (please choose one option) Yes, please include the service coverage at \$1.75 per month
 No, I do not wish to purchase the optional service coverage

Billing Address _____ City _____ State _____ Zip _____

Telephone numbers: daytime _____ evening _____ cell _____

Authorized Signature _____ Date _____

Payment options: (please choose one option)

Credit Card: <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard
Card number _____
Expiration date _____
Name as it appears on card _____

<input type="checkbox"/> Automatic Payment: Bank name _____
Bank address _____
Bank transit routing # _____ Bank account # _____
Account type: <input type="checkbox"/> Checking (attach voided check) <input type="checkbox"/> Savings (attach voided deposit slip)

Office use only:

Installed by _____ Date _____

IP Address _____ MAC Address _____

Computer Operating System: Windows Vista Windows XP Windows ME Windows 98 Other _____

I already have an e-mail address that I will use. It is: _____

I would like to create a new e-mail address. **Login name** - Make three choices. We will use first choice if possible. Your login name will be the first part of your e-mail address which will end with @tctwest.net. **Password** - Must contain at least 5 characters and may be alpha, numeric, or a combination. All login names and passwords are lower case and cannot contain special characters or punctuation (i.e. &#@;:;+). You may choose four additional email addresses that you can set up and manage yourself once your service has been established.

1st Choice	2nd Choice	3rd Choice	Password
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IMPORTANT NOTICE ABOUT YOUR ACCOUNT

Under federal law, customers have the right to confidentiality of account information being held by TCT. We will not sell or divulge this information to any outside and/or unrelated party.

Customers will need to provide proof of identity when contacting TCT regarding their accounts. This proof of identity can be in the form of photo ID when visiting in person or password identification when calling by phone. In the event the password is forgotten, customers may answer a predetermined challenge question in order to gain account information.

In addition, TCT representatives will only talk to persons authorized to access account information. You have the opportunity to determine your password and challenge question and also provide name(s) of others you have given authority to access your account.

Password _____

Challenge Question (*Please choose only one and provide answer below*)

- What is (was) your favorite pet's name?
- What is your favorite book or magazine?
- What was the make & model of your first car?
- Which US President do you most admire?
- Who is your favorite musician?

Answer to Challenge Question _____

In addition to the name(s) on the billing account, I authorize the following people to discuss my account, and to make changes to services and/or account information.

Names _____

I agree to abide by the Acceptable Use Policy of TCT and understand that policy may be viewed at http://www.tctwest.net/acceptable_use_policy.htm and that I am responsible to view and read that policy. By signing this contract, I agree that I am at least 18 years of age and legally bound by this contract. If I am not 18 years of age, the signature below is of a parent or guardian that agrees to be held responsible for the actions of the account applicant. I also understand that I am responsible for determining that my computer and modem hardware meet the minimum requirements recommended by my Internet Service Provider and that my Internet Service Provider does not accept responsibility or liability for accounts with substandard hardware.

I authorize the Internet Service Provider chosen above to bill my account for any charges that I may accrue from month to month. This authorization is valid until revoked in writing. I also certify that I have read the "welcome to" information provided. I further understand that my Internet account will be suspended if my account is not paid in full by the date indicated on my monthly statement. I understand that should my Internet service be terminated due to nonpayment, I may be assessed a reconnect fee. I further understand that I will receive informational emails from my Internet Service Provider periodically. I accept the free filtering service with the understanding that it is not guaranteed to filter all junk mail or detect all viruses. I may request this service be removed from my account. I realize that to be better protected, I should also use independent virus detection software on my computer(s). There will be a service order charge to reinstate the service if desired later. I further understand that email must not be left on the server and that if my mailbox exceeds 25MB, mail will not be delivered until the size of mailbox is decreased.

Signature _____ Date _____