

## **DSL Modem and Service Agreement**

Customer understands and agrees that the DSL modem cost is \$35.00 to purchase or \$5.00 per month to lease. All modems are under a 90-day warranty. Lightning damage, negligent handling, improper care and use are some of the conditions not covered by the warranty. Leased modems are property of Citizens Telephone Company/CATV and that said modem will be returned in good condition if service is discontinued for any reason. There will be a \$50.00 charge if the leased modem is not returned. Citizens Telephone Co., Inc will bill a \$35.00/Residential and \$59.95/Business installation charge.

Customer understands and agrees that he/she must maintain an active Sowega.Net Internet account at all times.

Customer understands that he/she will be billed on of the following prices for DSL service: (\$29.95 Residential DSL Lite 768 x 256) (\$41.95 Residential DSL 1.5 x 256) (\$48.95 Residential DSL Plus 3 x 256) (\$69.95 Residential DSL Home Office 5 x 384) (\$59.95 Business DSL Lite 768 x 256) (\$89.95 Business DSL 3 x 384) (\$109.95 Business DSL Plus 5 x 512) by Citizens Telephone Company.

Customer understands and agrees to abide by Sowega.Net operating rules at all times.

Customer understands that there are reconnect charges if this service is disconnected for non-payment. Customer understands that there is a new installation charge if service is moved to a new location.

Operating System (95, 98, ME, 2000, XP, Mac OS, Linux, Vista, 7, 8, 10): \_\_\_\_\_

Do you have an Ethernet/Network card installed in your computer? \_\_\_\_\_

If you do not have an Ethernet/Network installed on you computer, you will need to install one or have one installed for you.

(Citizens Telephone Company employees are not allowed to install any hardware on your computer.)

If you wish to install the Ethernet/Network card yourself, make sure you install a 10/100 mpbs card.

**I understand this is only an application for service, and does not guarantee DSL availability in your area. If service is unavailable in your area, you will be contacted.**

Customer Signature: \_\_\_\_\_

Customer Name (Printed): \_\_\_\_\_

Date: \_\_\_\_\_

Sowega.Net Login: \_\_\_\_\_

Account Number for which service is being applied: \_\_\_\_\_

Telephone number where you can be reached during daytime hours: \_\_\_\_\_

Customer Copy \_\_\_\_\_ Citizens Copy \_\_\_\_\_ Sowega.net Copy \_\_\_\_\_

Fax completed agreement to (229) 268-0001.