



Residential/Business Twin Lakes DSL Service Agreement

This Agreement is made by the individual or authorized person of the organization ("customer") identified below and Twin Lakes (company). The

company and customer agree to the following conditions concerning Digital Subscriber Line (DSL) service provided by the company to the customer.

Early Termination: If the customer elects to take the FREE Installation, the customer agrees to maintain Twin Lakes DSL service as well as phone service for a twelve-month period at the address listed below. Should the customer discontinue Twin Lakes DSL service or phone service within the twelve (12) month period they will be liable for and will be billed on their next statement an early termination fee of \$25.00.

1. Based upon network availability, Twin Lakes DSL is a "best efforts" service, which can provide Up Stream & Down Stream speeds selected by the customer. The actual speed experienced by customers may vary and depend on several factors not limited to but including customer location, the destination on the Internet, traffic on the Internet, interference with a high frequency spectrum on the customer's telephone line and other devices that may be attached to the same cable pair. No minimum level of speed is guaranteed without a specific service agreement.
2. The company is not responsible for any external intrusion to the customer's network equipment. The customer is responsible for providing firewall protection in an effort to help prevent intrusions. Since this service is an "Always On" connection, it is the company's recommendation that each customer has appropriate firewall protection on their equipment when using Twin Lakes DSL service.
3. The company is not responsible for any personal computer or network malfunctions and/or damage to the customer's hardware or software.
4. The company is providing DSL service on a retail basis to the customer. The customer agrees to utilize the service exclusively and not to provide access to third parties either through "sharing" or "Resale."
5. Web Page HOSTING and caching are services prohibited with your Internet connection.

Any evidence of the services prohibited within this agreement would be a breach of this agreement and termination of the Internet connection would occur upon determination of these services being offered.

Name: _____ Phone Number: _____

Address: _____

Package: 4.0, 12.0, 16.0, 25.0, 50.0, 100.0, 250.0, 1000.0 Other: _____

Modem/Router _____

Username: _____ Password: _____

2nd email address: _____ Contact/Work Number: _____

CO ID: _____

Customer Signature: _____

Date: _____