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Devils Lake, ND 58301
701.662.1100
800.880.4213

CUSTOMER FIBERZONE SERVICE AGREEMENT

High speed Internet access is always *on*, available (as long as your computer is on) and not shared with other users. It is perfect for personal web surfing or setting up your own Internet servers.

The undersigned ("Customer") has agreed to subscribe to data Internet Service from North Dakota Telephone Company ("NDTC").

Security/Firewall Issues: Customer acknowledges that there are certain security issues that exist in any data network. If Customer has not installed a firewall between it and other data users on the NDTC system, there is a risk that other users on NDTC's data network, and/or, anybody on the World Wide Internet, may wrongfully or inadvertently access Customer's electronic contents. NDTC has no control over the actions of third parties and therefore makes no warranties that such activities will not occur. **In simple terms, if a firewall is not properly used, anybody anywhere in the world may observe or change what is on any computer(s) attached to the Internet. NDTC strongly recommends that all customers connecting computers or network systems to the Internet or other systems use a firewall as the minimum step in securing their information.**

Customer agrees and warrants that it will not wrongfully access any other NDTC data customer's electronic contents. In the event of Customer's breach of this duty, Customer agrees to indemnify and hold harmless NDTC for any claims, costs, or expenses arising out of such wrongful activity. Any breach of this obligation will subject the responsible individual to damages to the data customer whose rights have been violated, and may constitute grounds for criminal prosecution.

Lifeline and security services are not recommended to be used on or in conjunction with high speed services as the availability and quality of service cannot be guaranteed.

NDTC may terminate any individual or suspend any member's access to all or any part of the service without notice for conduct that NDTC believes is a violation of this agreement or any policies or guidelines posted by NDTC on the service or for other conduct that NDTC believes harmful to others.

Customer agrees to hold NDTC, their subsidiaries, officers, directors, agents and any of the members harmless from any liability arising from special, indirect, or consequential damages including but not limited to lost profits, loss of opportunity of any other loss which may result from the use of, misuse of, or lack of availability of NDTC or their facilities.

All high speed connects and reconnects are subject to a credit history check. A deposit may be required upon evaluation.

Operating system disks must be present with each computer, or the technicians will not be able to install the Ethernet cards.

Internet Equipment Ownership: The high speed internet equipment will remain the property of NDTC and must be returned to NDTC in good working order when service is terminated, or a charge will be incurred.

Customer agrees it is their responsibility to make sure their computer(s) are free of viruses and/or spyware before installation of the high speed service.

Computer Recommendations:

- ~ Windows 7 or Newer
- ~ 5 Gig Free Hard Drive Space
- ~ Pentium IV or Newer
- ~ 1 Gig of Memory or Greater
- ~ Available Ethernet Connection
- ~ CD Rom Drive

Other Systems:

- ~ Linux & Unix operating systems must be supported by the customer.
- ~ Macintosh systems may be supported by the help desk if the OS is current.

On all High Speed Internet services, Customer will be required to maintain uninterrupted service for a period of six (6) months. At the time this contract is being signed, the Customer is aware that if services are discontinued before six (6) months, the Customer will be billed a \$50 early termination fee. By signing, you agree to follow policies set forth under www.gondtc.com/policies.html.

CUSTOMER:

[Signature]

[Date]

[Printed or Typewritten Name]

Continued on other side

Customer Information (Please Complete):

Customer Name: _____

Billing Phone Number: _____

Speed Requested:

- FiberZone 10/10 \$28.95**
- FiberZone 20/20 \$41.95**
- FiberZone 30/30 \$61.95**
- FiberZone 60/60 \$111.95**
- Sync Extreme \$129.95**
- Sonic Gig \$199.95**

**plus applicable taxes

Number of Devices: _____

Early Termination fee: Billed if service is discontinued before six (6) months.

~ **Standard Installation:** Includes: No labor charge; implementation and deployment of high speed to premise; Installation of modem; Installation of firewall (if purchased); Configuration of one (1) device. (NDTC will network additional devices upon request, at the labor rate of \$25/ qtr hour). Up to 150ft cable; Cable to be routed through one exterior wall and one interior wall or floor. Wireless networking is not included. Contact us for more information.

~ **Wireless Networking/Installation:** NDTC is able to accommodate wireless networking for your home or office. Wireless adapters for the PC and wireless routers are required and can be purchased through NDTC. Additional charges will apply.

~ **Multiple Installations:** With more than one (1) PC, networking charges will apply. Installation cost of networking hardware such as switches, router/firewalls, patch panels and/or network cabling systems with category 5 wires will be billed at \$100.00/hour with a minimum of ½ hour. Material costs will depend on the customer's particular equipment needs. Configuration of networks and configuration and installation of Ethernet cards will be billed at \$100.00/hour with a minimum of ½ hour.

Would you like to purchase a firewall from NDTC?

4-Port Wireless Firewall/Router \$75.95 No Yes
Without this firewall, there is a risk that other users on the World Wide Internet may wrongfully or inadvertently access what is on your computer(s) attached to the Internet. Because high speed has a live connection at all times, the risk is higher. Contact us for more information.

Bill firewall over 1 or 3 months? 1 month 3 months

OR

You can rent NDTC's Managed Wi-Fi - \$3.95/month

No Yes ****Residential customers only**
Improve your wireless internet experience with this monthly service. No upfront costs and no need to worry about your router being outdated or the wrong kind for your network. We maintain and upgrade the equipment as needed and also have access to troubleshoot remotely.

Internet Maintenance

\$1.75/month Should a technician need to be called to the customer's location for Internet trouble; the wire maintenance will cover the trip charge (\$20) and labor charge (\$25.00/qtr hour) for the visit. Any equipment trouble that does not belong to NDTC will be the customer's responsibility.

ONT or Modem: Will be provided by NDTC at NO cost to the customer. NDTC will retain ownership of the ONT or modem.

Number to contact you for high speed Install:

_____ (cell phone, work phone, etc)

Static IP Addresses: One dynamic IP address is included with high speed. Charges apply for additional IP addresses. Contact us for more information.

\$18/month per Static IP Address

Up to (8) FREE e-mail accounts with ALL High Speed Internet accounts. Please print clearly 3-20 lower case letters or numbers. Begin with a letter and do not use spaces. The symbols "." and "-" are allowed, but cannot be the first character.

(Name = Name that will appear in 'From' field of your outgoing messages; E-mail = Address others will use to send e-mail to you)

Name: _____ E-mail: _____@gondtc.com New Existing Remove
(3-20 characters)

Name: _____ E-mail: _____@gondtc.com New Existing Remove
(3-20 characters)

Name: _____ E-mail: _____@gondtc.com New Existing Remove
(3-20 characters)

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Name: _____ E-mail: _____@gondtc.com New Existing Remove
(3-20 characters)

Name: _____ E-mail: _____@gondtc.com New Existing Remove
(3-20 characters)

Would you like the Junk E-mail Filter added for \$1.00 per month No Yes

This feature will enable you to block junk e-mail from reaching your computer. Your e-mail is not censored, YOU control the filter settings.

Service Order # _____ (office use only)

Revised 1/13/17