

WALNUT HILL TELEPHONE COMPANY

High-Speed Internet Service Agreement

870-921-4224

Customer Name: _____ Phone: _____

Street Address: _____ City: _____ State: _____ Zip: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Email Address: _____

Service Options and Charges – 24 Month Contract

Residential Walnut Hill High-Speed Internet Access¹

Business Walnut Hill High Speed Internet Access¹ (Static IP Address available upon request)

✚ Up to 2 Mbps Down	_____ \$39.95 per month	_____ \$49.95 per month
✚ Up to 6 Mbps Down	_____ \$54.95 per month	_____ \$64.95 per month
✚ Up to 10 Mbps Down	_____ \$64.95 per month	_____ \$74.95 per month
✚ Up to 15Mbps Down	_____ \$74.95 per month	_____ \$84.95 per month
✚ Up to 25 Mbps Down	_____ \$84.95 per month	_____ \$94.95 per month
✚ Up to 40 Mbps Down	_____ \$89.95 per month	_____ \$99.95 per month
✚ Up to 50 Mbps Down	_____ \$94.95 per month	_____ \$104.95 per month
✚ Up to 75 Mbps Down	_____ \$99.95 per month	_____ \$109.95 per month
✚ Up to 100 Mbps Down	_____ \$104.95 per month	_____ \$114.95 per month

****ANY PROMOTIONAL PROGRAM IS OUTSIDE OF THESE PRICES AND SUBJECT TO TIME LIMITATIONS _____ Initials required

Invoice Delivery – Please initial one or both

_____ By Initialing this line, I do wish to receive a paper invoice. I do understand this will be a \$2.50 Monthly charge.

_____ By Initialing this line, I wish to receive an electronic invoice monthly at no charge. If initialing this line please be sure to provide a valid email address in the above email address line.

Modem/Router

_____ Wireless Modem/Router² \$7.99 monthly lease Initials required if applicable

_____ Customer Owned Equipment³ – our office cannot trouble shoot service issues on customer owned equipment, and additional trip charges will apply if the issue is not deemed to be from Walnut Hill equipment. Initials required.

Installation Services (must chose and initial one)

_____ Free Contractual Installation - If Customer agrees to maintain WALNUT HILL's High-Speed Internet Service for a minimum contract period of 24 months, installation will be provided free of charge. Should Customer discontinue WALNUT HILL's High-Speed Internet Service within the contract period, WALNUT HILL will bill Customer a \$185.00 Early Termination Fee, plus any remaining charges, on Customer's next statement. Customer will be charged \$25.00 to move the service to a different address.

_____ Noncontractual Charge for Installation - The noncontractual charge for installation of WALNUT HILL's High-Speed Internet Service is \$185.00. The rate includes wiring and programming to the Telephone Demarcation Point (modem or jack). Connection to other devices and/or any other work performed will be billed on a per hour basis, with a one-hour minimum charge. Will appear on customer's first bill.

Surge Protection and Grounding

_____ Surge Protection and Grounding – Customer agrees to properly surge-protect the computer equipment and any additional devices attached to said equipment. WALNUT HILL is not responsible for any conditions, outages, or problems that result due to power surges and/or lack of surge protection. Initials required.

Firewall Protection

_____ Firewall Protection – WALNUT HILL is not responsible for any external intrusion to Customer's network equipment. Customer is responsible for providing firewall protection in an effort to help prevent intrusions. Since this service is an "Always On" connection, it is WALNUT HILL's recommendation that Customer have appropriate firewall protection on Customer's equipment when using WALNUT HILL's High-Speed Internet Service. Initials required.

Virus Protection

_____ Virus Protection – The customer is responsible for virus protection on their computer(s). Initials required.

Wireless Router - Security

_____ Wireless Router, WALNUT HILL or Customer Owned - If a wireless router is used on the customer's High Speed Internet connection; it is the customer's responsibility to password secure the wireless network. Initials required if applicable.

Optional Services

Whole Home Wi-Fi \$10.00/month (Includes two mesh units) _____

*Additional units if needed (\$5/unit) _____

Sales Associate _____ Date _____

I have read and understand the provisions of this agreement and certify that the above information is current and accurate.

Customer's Signature _____ Date _____

WALNUT HILL's Witness _____ Date _____

Note 1: Actual speeds may vary. See Service Level Agreement on reverse side of this form for actual factors that may cause speeds to vary

Note 2: The modem and Wi-Fi-extender equipment is the property of Walnut Hill Telephone Co.

Note 3: If using customer owned equipment, we CANNOT trouble shoot the service. If any issues arise, it may result in an onsite in-home visit and in additional charges.

TERMS AND CONDITIONS APPLICABLE TO HIGH-SPEED INTERNET AGREEMENT

AGREEMENT

By signing this document, Customer agrees to subscribe to WALNUT HILL's High-Speed Internet Service identified hereon, in accordance with the terms and conditions set forth below, subject to acceptance by WALNUT HILL. WALNUT HILL will give Customer thirty (30) days' advance notice in writing of any changes in the terms and conditions of this agreement. **Customer hereby agrees to accept such future changes as amendments to this agreement. If Customer does not notify WALNUT HILL in writing, within thirty-five (35) days of the date of such advance notice, that Customer does not accept one or more of the changed terms and conditions.** If Customer gives notice in writing that Customer does not accept certain changed terms or conditions, WALNUT HILL has the option to rescind the proposed change or cancel Customer's service.

CONTRACT PERIOD

The initial contract period shall commence on the first day that Customer receives service (date is shown under "Other Charges and Credits" in Internet section of Customer's first bill) and shall terminate exactly 24 months (as specified on the reverse side) thereafter. If Customer discontinues service before the contract expiration date, a termination fee will apply. Termination fee includes, but is not limited to, the \$185.00 Early Termination Fee, plus any charges associated with the remaining monthly recurring charges identified in the contract, and/or equipment charges as applicable. After expiration of Customer's initial contract period, Customer's WALNUT HILL's High-Speed Internet Service agreement will be renewed automatically on a month-by-month basis. Customer must notify WALNUT HILL Communications in writing thirty (30) days before the expiration date of the current contract period if Customer does not want the agreement to be renewed automatically for the next month.

BILLING OF SERVICE

Customer agrees to pay the amount stated on the front of this agreement by the due date shown on Customer's monthly bill. Monthly recurring charges are billed one month in advance. The installation fee, any applicable equipment charges, prorated monthly recurring charges from date of installation, and monthly recurring charges for the first full month of service will be included in the initial billing. If Customer's installation fee and/or recurring charges are paid in advance, that amount will be credited to Customer's first bill. Customer is responsible for all charges within the terms and conditions set forth in this agreement.

All bills are due and payable on or before the 20th of each month. If Customer's payment is received after that date, a delinquent notice will be mailed to Customer indicating a disconnection-of-service date. If Customer does not pay such amounts when due, Customer may be billed a late payment charge up to the maximum allowed by law. Any promotional rate (promo) or special pricing will be terminated for the remainder of the contract term due to any disconnect for non-pay.

NOTE: there will be a monthly \$2.50 paper statement fee, unless customer signs up for paperless option. Ask office for details.

NOTE: please be aware any requested onsite visit will result in additional charges if issue is deemed to be originating from customer owned equipment or wiring.

DISCONNECTION OF SERVICE

Customer may discontinue service upon written notification to WALNUT HILL, after which Customer will still be subject to payment of all applicable charges. No initial charges shall be refunded once WALNUT HILL has accepted this contract. WALNUT HILL has the right to discontinue Customer's service without notice if payment is more than approximately 30 days in arrears, if Customer fails to honor the terms of this agreement, if Customer violates the rules or regulations of the Federal Communications Commission (FCC), or if Customer uses the designated service for unlawful or prohibited purposes. If Customer's service is disconnected for nonpayment of Customer's bill, a reactivation fee may apply if the service is resumed. Customer will be liable for any costs (including reasonable attorneys' fees) relating to collection of the amounts owed.

SERVICE LEVEL AGREEMENT

Based upon network availability, WALNUT HILL's High-Speed Internet Service is a "best efforts" service that can provide Downstream speeds ranging from 2 Mbps to 100 Mbps, based upon the package selected by Customer. The actual speeds experienced by customers may vary and depend on several factors, including, but not limited to, customer location, 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.

Maximum speeds MAY require additional equipment on certain speed plans.

UNLAWFUL OR PROHIBITED SERVICE USE

Customer is personally responsible for all use of the service under Customer's ID, even if a second party is allowed to use the ID. Enrolling or using any ID on the service under a name other than that to which the ID is assigned is prohibited. Customer agrees that WALNUT HILL's High-Speed Internet Service and Customer's ID will not be used for illegal, fraudulent, abusive, or otherwise prohibited purposes. If WALNUT HILL has reason to believe the service provided is being used for unlawful or prohibited purposes, WALNUT HILL may discontinue or deny the service and/or report such use to law enforcement authorities. WALNUT HILL provides High-Speed Internet Service on a retail basis to Customer. Customer agrees to utilize the service exclusively and to not provide access to third parties, either through "sharing" or "resale." Provision to a third party of Web Page Hosting and Caching is prohibited with Customer's WALNUT HILL's High-Speed Internet Service connection. Any offering of services prohibited within this agreement would be a breach of this agreement, and termination of the High-Speed Internet connection would occur upon determination of these services being offered.

DAMAGE TO RENTAL EQUIPMENT

Customer agrees to protect any and all equipment owned by WALNUT HILL and placed at Customer's site for provision of this service. Customer agrees to not alter, tamper with, or remove the equipment from the address noted on this agreement, nor to allow others to do so. Customer shall promptly notify WALNUT HILL of any damage to the equipment. Neither this agreement nor the equipment rented is transferable by Customer. If Customer sells, vacates, rents or sublets the property wherein the equipment is installed, Customer shall inform WALNUT HILL at least five days prior to such change. Upon discontinuance of service by either party, this rental agreement shall terminate, and all equipment hereunder shall be immediately returned to WALNUT HILL. Customer agrees to pay all costs to repair any damages, other than normal wear, and the cost of replacing any missing components. Customer agrees to pay reasonable attorneys' fees and costs incurred in enforcing the terms of this agreement. If the equipment is destroyed beyond repair due to neglect, abuse, fire, or acts of God, Customer agrees to pay full retail replacement cost for destroyed equipment.

HOLD HARMLESS AGREEMENT

WALNUT HILL expressly disclaims and shall not be liable to the customer for any and all losses or liabilities resulting from, but not limited to: (1) loss of data, (2) loss of hardware or software, (3) access delays or access interruptions, (4) computer viruses, (5) data non-delivery and or data misdelivered, (6) negligent acts and or omissions of WALNUT HILL Communications and or its affiliated companies, (7) errors, omissions, or misstatements in any or all information, goods, or services obtained on or through WALNUT HILL, and (8) acts of God. Customer agrees that WALNUT HILL's entire liability, and customers exclusive remedy, with respect to use for the service, service software, and any breach of this agreement is strictly limited to a prorated portion of the amount paid to the provider for monthly charges.

ACCEPTABLE USAGE POLICY

Terms and conditions governing WALNUT HILL's Internet Access Service (Service) can be found at www.walnuthilltel.net. These terms and conditions will constitute a binding contract (Agreement) between you and WALNUT HILL Internet (WALNUT HILL).

Technical Support 24-Hour Help Desk: 1-888-896-7817

Revised 02-05-2024