

**WALNUT HILL TELEPHONE COMPANY**  
*Fiber To The Home Internet Service Agreement*  
**870-921-4224**

**Customer Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**SERVICE Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_  
**MAILING Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Service Options and Charges**

**Residential Walnut Hill High-Speed Internet Access<sup>1</sup>**

- ✚ Up to 150 Mbps Down \_\_\_\_\_ \$49.95 per month
- ✚ Up to 300 Mbps Down \_\_\_\_\_ \$59.95 per month
- ✚ Up to 600 Mbps Down \_\_\_\_\_ \$69.95 per month
- ✚ Up to 1 GIG Down \_\_\_\_\_ \$79.95 per month

**Business Walnut Hill High-Speed Internet Access<sup>1</sup>** (Static IP Address available upon request)

- ✚ Up to 150 Mbps Down \_\_\_\_\_ \$59.95 per month
- ✚ Up to 300 Mbps Down \_\_\_\_\_ \$69.95 per month
- ✚ Up to 600 Mbps Down \_\_\_\_\_ \$79.95 per month
- ✚ Up to 1 GIG Down \_\_\_\_\_ \$89.95 per month

**Modem/Router**

**Wireless Modem/Router<sup>2</sup>** \_\_\_\_\_ \$7.99 monthly lease

**BILLING CODES:** \_\_\_\_\_ **INTONTMODW** (conventional modem/router) \_\_\_\_\_ **INTRTRDECO** (Deco modem/router)

**Installation Services**

\_\_\_\_\_ **Noncontractual Agreement with no install fee applicable**

**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.

**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.

**Virus Protection**

\_\_\_\_\_ **Virus Protection** – The customer is responsible for virus protection on their computer(s).

**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 secure the wireless network.

**Optional Services**

Whole Home Wi-Fi \$10.00/month (Includes two mesh units)<sup>3</sup> \_\_\_\_\_  
\*Additional units if needed (\$5/unit)<sup>3</sup> \_\_\_\_\_

**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 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 equipment is the property of WALNUT HILL.

Note 3: The Whole Home Wi-Fi DECO equipment is the property of WALNUT HILL

## 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 period shall commence on the first day that Customer receives service (prorated charges and applicable dates are shown under "non-recurring charges" in the "charge detail" section of Customer's first bill). If Customer discontinues service, there may be remaining monthly recurring charges. If any company equipment has not been returned by the customer, applicable charges will be applied to the final bill.

### **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.

### **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 150 Mbps to 1 GIG 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.

### **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](http://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  
PO BOX 729  
LEWISVILLE, AR 71845**

**Effective 12-16-2022**