



ExpressNET

Official High Speed Internet User Agreement

DRN High Speed Internet

This contract is an agreement between Dickey Rural Services, Inc., hereinafter referred to as "DRS" and the under-signed customer. Customers using this service for access to the Internet are also bound by the terms of the Official **ExpressNET** User Access Policies located online at <http://www.drtnet.net/support/acceptableusepolicy.aspx>. It is your responsibility to read, understand and abide by all of the provisions of this agreement and the **ExpressNET** User Access Policies as stated on the DRN website. **By signing this agreement you accept full responsibility for all Internet activity from devices accessing your ExpressNET connection.**

Minimum Service Period

A minimum of one (1) month of service is required unless otherwise noted at the bottom of this agreement. Service cancellation prior to the minimum one (1) month will result in a service charge equaling the balance of one (1) month of service.

Provisions of Service

DRS provides this service for the purpose of direct residential or business access to the Internet and/or to private networks established on the DRS **ExpressNET** network. This service is installed in a single business or residence and cannot be shared or resold to provide commercial or private access to the DRS Internet network or any other network. Your "residence" or "business" is limited to the single address where you reside, a single Federal ID number, or where the service is initially installed. It does not include adjacent apartments, residences, offices or any type of space not physically associated with your residence or business address. Any use of the Service other than as specified above constitutes an unlawful and unauthorized use of the Service and a material breach of this Agreement and may result in the immediate termination of the Service and the imposition of the \$100.00 termination fee.

Termination

Following the minimum one-month period, if a customer is dissatisfied with the **ExpressNET** Service, UPON NOTICE FROM THE SUBSCRIBER, DRS will terminate **ExpressNET** Service and refund the unused portion of fees for the current month. If a one year contract for this service is in effect, there will be an early termination fee of \$100.00.

Representation

You represent that you are of full age of legal majority (18 years old) and are not under any disability or restriction, and are in all respects fully authorized and empowered to enter into this Agreement and be bound by and perform in accordance with its terms.

Activation & Wiring/Installation Fees

1. DRN will waive the \$95.00 activation and \$80.00 installation fees associated with wiring a single jack for the **ExpressNET** service with a new minimum service period of 12 months and to the terms of the Speed, Extreme or Turbo Pak (if applicable).
 2. If I disconnect prior to 12 months, an early termination charge of \$100.00 will apply.
 3. Activation and installation fees cannot be waived when high speed Internet is purchased as a stand alone product and I subscribe to no other services from DRN.
- By checking this box, I am stating that I have read, understand & agree to the preceding terms & conditions.*

I authorize DRS to install **ExpressNET** service on my telephone line (if applicable) indicated by my signature below.

Signature: _____ Date: _____

Telephone Number: _____

ExpressNET Hardware/Software Information

1. Ethernet Network Interface Card (NIC)–Customers are required to install an Ethernet adapter card in their computers prior to connecting to ExpressNet service. DRN technicians will test the ExpressNET service with DRN laptops. Note: wireless routers do *not* require the installation of an Ethernet NIC. However, DRN recommends a hardware configuration that includes an Ethernet NIC to facilitate problem determination when customers use wireless routers.
2. DRN strongly recommends the use of a firewall to protect your computer or network from unwanted intrusion. Customers may use hardware or software firewalls.
3. Customers purchasing a wireless router from DRN must be running Windows XP or newer on their computers. In order to obtain Help Desk support for wireless router problems, customers must also purchase the wireless adapter from DRN and use the DRN standard wireless configuration.

ExpressNET Service Choices

Please select the High Speed service you wish to purchase from Dickey Rural Networks by placing a check mark in the appropriate box. Choose one type of service from the boxes below:

Packages (PICK-A-PAK)

<input type="checkbox"/> Speed Pak up to 5Mb down/512K up	\$59.95/month without TV
<input type="checkbox"/> Speed Pak up to 5Mb down/512K up	\$99.95/month with TV (where fiber optic service is available)
<input type="checkbox"/> Extreme Pak up to 6Mb down/512K up	\$95.95/month without TV
<input type="checkbox"/> Extreme Pak up to 6Mb down/512K up	\$135.95/month with TV (where fiber optic service is available)
<input type="checkbox"/> Extreme Turbo Pak up to 40Mb down/5Mb up	\$124.95/month without TV (where fiber optic service is available)
<input type="checkbox"/> Extreme Turbo Pak up to 40Mb down/5Mb up	\$159.95/month with TV (where fiber optic service is available)
<input type="checkbox"/> Turbo Pak up to 40Mb down/5Mb up	\$109.95/month without TV (where fiber optic service is available)
<input type="checkbox"/> Turbo Pak up to 40Mb down/5Mb up	\$149.95/month with TV (where fiber optic service is available)

Internet Service ONLY (Stand Alone Service)

	Cost
<input type="checkbox"/> up to speeds of 5Mb down/512K up	\$64.95/month
<input type="checkbox"/> up to speeds of 40Mb down/5Mb up	\$119.95/month (where fiber optic service is available)

Increase High Speed Download & Upload Service - available in Fiber Optic Towns Only

If you wish to add additional bandwidth to your High Speed Internet connection speed please mark one of the boxes below. Please note the maximum increased speed available provides a total of 6Mb download and 1Mb upload.

<input type="checkbox"/> Add an additional 1Mb down & 512K up to my Speed Pak	\$5.95/month
<input type="checkbox"/> Add an additional 512K up to my Extreme Pak	\$7.95/month
<input type="checkbox"/> Add an additional 1Mb down & 512K up to Stand Alone Internet Service	\$9.95/month

In order to add the increased bandwidth, you must already subscribe to high speed Internet, either in a Pak or as a stand alone service where fiber optic service is available.

Additional Dial-Up Service

If you wish to purchase a Dial-Up connection in addition to your ExpressNET service for an additional monthly fee, please mark one service from the box below:

Additional Internet Service	Cost
<input type="checkbox"/> Dial up access to the Internet	\$9.50/month
<input type="checkbox"/> Dial EXPRESS access to the Internet	\$15.00/month

ExpressNET Equipment Purchase Options

Customers may choose to purchase equipment from DRN or compatible equipment from another vendor.

DRN provides high speed Internet access using both copper cable and fiber optic cable. Most customers residing within the city limits are served with fiber optic cable and do not need a modem to connect to the ExpressNET service.

Please skip Modems section and go to the Firewall section if you reside in the city limits where fiber optic service is available. If you are unsure what type of service is available in your area, please check with a DRN Customer Care Specialist.

Modems: For Non-Fiber Customers

___ Yes, I would like DRN to provide me with the free use of a modem (where needed).

Firewall: For those choosing to purchase a firewall/router from DRN please select from below

Standard wireline router/wireless firewall. Windows XP machines or newer. Computers may be attached using a cable or a wireless adapter. See support note below.

___ Yes, I wish to purchase a firewall from DRN for \$55.00 plus tax. Charges for the firewall will appear on my phone bill.

___ Yes, I wish to purchase a D-link USB wireless adapter from DRN for \$66.20 plus tax. Charges for the adapter will appear on my phone bill.

___ Yes, I wish to spread the firewall and/or adapter costs over a period of 12 months with no interest. I understand that a late fee will be applied to my account if a late payment is made.

Support note for wireless installations: Due to the wide variety of wireless hardware and configurations available in the marketplace, the DRN Help Desk will only be able to provide support to wireless customers who purchase their wireless firewall and adapter from DRN and who use the DRN standard wireless configuration.

SecureIT Plus: DRN's Guaranteed Computer Virus Protection \$4.95/mo. per computer (included in Extreme Pak).

Check "Yes" to add the new service. \$14.95 remote install fee applies

Yes, add SecureIT Plus to my account on ___ computer(s). \$4.95/mo per computer or the first two free in the Extreme Pak.

In order to activate SecureIT Plus please list your e-mail address on the line below:

E-mail and Billing Information

Account Name as signed on page 1 (please print): _____

If you have an existing account and wish to add up to four additional e-mail addresses please list them in spaces 2-5 below. There is no additional charge for adding the additional e-mail addresses at this time.

If you do NOT have an existing drtel.net account, please choose a User Name and Password by filling in the gray box below. At least one User Name and Password is required to set up all DRN Internet services.

DRN offers its customers 5 free e-mail addresses (accounts) with its service.

Guide lines for creating User Names: Every User Name on the DRN system is unique. If you create a User Name that is already in use, a Customer Care Representative will contact you to assist in choosing a different User Name. DRN suggests that you create a unique User Name by using a combination of meaningful letters and numbers.

The minimum length allowed is 4 characters and the maximum is 15 characters. You may use numbers or letters. Spaces and special characters are not allowed. Your User Name and Password are case sensitive. Please make clear distinction between the number 1 and a lower case l (L). Also, please mark a slash (/) through a zero to differentiate it from the letter O.

Primary or existing drtel.net E-mail address:

1. User Name _____ Password _____

Additional drtel.net E-mail addresses:

2. User Name _____ Password _____

3. User Name _____ Password _____

4. User Name _____ Password _____

5. User Name _____ Password _____