



High-Speed Internet Agreement

Last Name:		First Name:	Phone Number:
Physical Address:		Email Address:	
City:	State:	Zip:	

Service Plans

Residential service includes one e-mail account, and 50Mb of personal web space.

- Fast, up to 512Kb**
 - with Arvig Phone \$37.95
 - without Arvig Phone \$67.95
- Faster, up to 1Mb**
 - with Arvig Phone \$47.95
 - without Arvig Phone \$77.95
- Fastest, up to 1.5Mb**
 - with Arvig Phone \$57.95
 - without Arvig Phone \$87.95
- Lightning, up to 2Mb**
 - with Arvig Phone \$67.95
 - without Arvig Phone \$97.95

Speeds/rates with phone service, where available.

- Up to 3Mb**.....\$87.95
- Up to 4Mb**.....\$107.95
- Up to 5Mb**.....\$127.95
- Residential Installation** \$99.00
FREE with a 12-month commitment

- Business Installation**..... \$199.00
FREE with a 12-month commitment

Basic monthly rate is for 1 computer using the service. Additional computers can be added to the service upon request.

- 2-4 computers, add \$10
- 2-8 computers, add \$20
- 2-12 computers, add \$30
- 2-15 computers, add \$40
- 2-18 computers, add \$50

Additional e-mail accounts are \$.50 per month, per account. Static IP Address is \$10 per month. Business Internet service includes twenty e-mail accounts, high-speed modem lease and 50Mb of personal web space.

Additional Options

- Does the customer have a NIC Card? Yes No
- \$
 - USB wireless adaptor \$59.95
 - Additional IP Server Address..... \$15.00
 - Static IP Address \$15.00
 - 512Kb Add'l Upload Speed..... \$10.00/month
 - In-Home Wireless Internet Service
 - Purchase \$79.95
 - Lease
(we replace the equipment at no charge) ... \$5.95
 - In-Home Wired Internet Service
 - Purchase \$49.95
 - Lease
(we replace the equipment at no charge) ... \$5.95

Note: Trip (\$40) and Time (\$80) are in addition to the price of the card, adaptor or router listed above, with a half hour minimum on time (\$40).

Speeds not available in all areas, availability of speed tiers will vary by location and speeds will fluctuate due to many factors. Speeds indicate potential maximum download, service is asymmetrical. Based on Arvig service area. Some restrictions apply.

User Name/Password

- For **existing** Arvig customers, the User Name is the part of the e-mail address before the @ sign: _____
- New** Arvig customers should choose two User Names. Arvig will use the second choice, if the first choice is not available. It must be all lower case, 3 to 8 characters, and alphanumeric.
 1. _____
 2. _____
- Your password should not be your User Name. The password can be upper/lower case, a minimum of 7 characters (letters or numbers) and can include these symbols ~ ` ! \$ ^ () - _ = { [] } ; ' " | < > . ? : 1. _____
 2. _____
 3. _____
 4. _____
- Disconnect existing Arvig dial-up Internet account.

Complete Computer Protection

E-mail Filtering

- First mailbox with virus and junk e-mail filtering for \$1.00/month. _____ additional mailbox(es) with virus and junk e-mail filtering for 50¢ each per month. _____ Initial here if you do not want virus and junk e-mail filtering.

AVG Anti-Virus

- _____ AVG/\$59.95 per computer, for two years. Enter the number of computers you want to have AVG installed on. **Free installation** when you bring your computer into our store.
- Remote Installation/\$40.00 per half hour

Internet Filter

- Net Nanny/\$39.95 a year. **Free installation** when you bring your computer into our store.
- Net Nanny Training, *Highly Recommended* - \$40.00

Online Backup

- 250GB/\$14.95 a month
- 50GB/\$5.95 a month
- 5GB/\$2.95 a month

Protection Plan

- Internet/\$4.95 a month

Network

Existing Network

- Yes No

Existing Protocol

- Public TCP/IP
- Private TCP/IP
- Other

of IP Addresses _____

One IP address included with each package. If private IP addressing will be used, choose one.

Number of Computer(s) _____

Is there a telephone jack near the computer(s)? _____

Comments _____

Agreement

I agree to keep Arvig High-Speed Internet for one year at the address stated on this service application. I understand that if I do not continue subscribing to Arvig High-Speed Internet for twelve months, at this location, I will be billed the early cancellation fee. I also agree that I understand the terms and conditions of the plan that I have chosen and that I have read the Arvig Internet Acceptable Use Policy, printed on the reverse side.

Customer Signature _____

Typing your name here is equivalent to a signature.

Date _____ Arvig Representative _____

Arvig Internet Service Acceptable Use Policy

Introduction

This section of your User agreement details some of the basic rules of participation in the Internet community and constitutes part of our terms of Service. By your use of the Service, you agree to be bound by the terms of this Acceptable Use Policy. Arvig Internet Service (Arvig) reserves the sole and unconditional right to refuse, suspend or terminate Service to anyone who violates these rules as determined by Arvig, in its sole discretion.

1. **Illegal Use** – You agree not to use the Service for or in the pursuit of illegal purposes. Arvig cooperates with local and federal authorities in investigations into illegal Internet use, and will take both criminal and civil legal action against Users who are determined to be using the Service in an unlawful way. You agree not to directly or indirectly allow a third party to use the Service in an illegal or unsuitable manner.

2. **Harassment** – You agree not to use the Service for harassment, threats, verbal abuse, and persistent unwanted contact of any kind. Harassment covers any use of the Service to directly or indirectly contact any other user (including users of another Internet service) in an unwanted fashion. Harassment can be active, in forms such as unwanted email, chat messages, or verbal declarations on a public forum, or can be passive in the form of defamatory information posted on web sites.

3. **Disruption/Hacking** – You agree not to use the Service for harassment, threats, verbal abuse, and persistent unwanted contact of any kind. Harassment covers any use of the Service to directly or indirectly contact any other user (including users of another Internet service) in an unwanted fashion. Harassment can be active, in forms such as unwanted email, chat messages, or verbal declarations on a public forum, or can be passive in the form of defamatory information posted on web sites.

4. **Fraud/False Advertising** – You agree not to post or transmit fraudulent information on or through the Service. This can include false advertising, identity theft, or misrepresentation of any kind including phishing, forged email headers or fictitious email addresses.

5. **Unsolicited Advertising/Spamming** – You agree not to post or transmit any unsolicited material through any active medium such as email, chat, messaging, chain letters, advertisements, jokes, etc. Arvig does not tolerate unsolicited mass emailing (Spamming) of any kind, and the use of any of Arvig Services for this purpose is strictly prohibited. To assist Arvig in preventing Spamming, Arvig may limit the number of recipients allowed per email and/or limit the number of emails You can send over a short period of time. Content falling in this category is defined by the receiving users desire to be contacted in the specified manner, so use good judgment if you are sending to mailing lists. You further agree not to collect or harvest account information without the expressed consent of those from whom you collect the information.

6. **Disruptive Content** – You agree not to post or transmit any disruptive content. Certain kinds of content broadcast or displayed on the Internet can generate a great deal of disruption and reaction from the Internet community as a whole. This can include, but is not limited to, material that is considered obscene, offensive, or extremely controversial. While Arvig does not actively censor its Users, the reaction this material can generate can be expensive and time consuming, and as such makes the continued support of Users generating this kind of content of questionable business value to Arvig. You understand and agree that Arvig may suspend or terminate your Service should your usage result in significant complaint or constitute disruptive content, as determined by Arvig in its sole discretion, from the Internet community at large.

7. **Extended Connections and Multiple Logins** – For Dialup services, You agree not to use the Service for extended periods of time or to login to an account more than one time simultaneously. You also agree not to use this Service in a standby or inactive mode. Use of programs intended to keep You online while your computer is unattended is prohibited. This Service is intended for personal, periodic, and active use of the World Wide Web, email, news groups, games and file transfers; You may stay connected so long as You are using the Service for this purpose. Arvig reserves the right to terminate the Service at any time if it determines you are using the Service for extended connections and multiple logins.

8. **Use of Servers** – Unless you are an Arvig Business Customer, You agree that You will not establish or operate a web server, email server, FTP server, file server or run any other server applications and/or software providing server-like functionality in connection with the Service. Interpretation will be at the sole discretion of Arvig.

9. **Excessive Bandwidth** – Unless you are a Arvig Business Customer, You agree that You will not use continued and sustained excessive bandwidth as defined by the Arvig Terms of Service in connection with Your use of the Service. If Arvig determines, in its sole discretion, that You are using a continuous and sustained excessive amount of bandwidth as defined by the Arvig Terms of Service or You are violating any of the above terms, Arvig may take some or all of the following actions, in its sole discretion: 1) Seek a clarification of Your activity patterns; 2) Restrict Your continuous bandwidth utilization to the amount permitted by the Arvig Terms of Service; 3) Require you to upgrade to a higher service; 4) Terminate your Service.

10. **Reselling or Reconfiguring the Service** – You may not resell the Service or redistribute or reconfigure the Service to allow others to use the Service in an illegal, fraudulent or inappropriate manner. Interpretation will be at the sole discretion of Arvig.

11. **Excessive Use of Arvig Outbound SMTP Mail Servers** – Use of Arvig outbound SMTP mail servers is restricted to:

- (a) 100 recipients per message;
- (b) 250 outbound mail messages per hour.

12. **Copyright Infringement** – Arvig respects the intellectual property rights of others and expects You to do the same. It is a violation of this Acceptable Use Policy to use the Service to unlawfully transmit or store copyrighted material. If Arvig has a reasonable belief, in its sole judgment, that You have violated this Acceptable Use Policy, Arvig shall take action as follows:

- (a) First offense – Arvig attempt to notify You and provide a copy of the complaint, and assist You in removing the infringing material and/or securing Your wireless network;
- (b) Susequent offenses – Arvig will take additional measures as it deems appropriate to enforce its Acceptable Use Policy, including restriction of peer file sharing activities, suspension of service, and termination of service.

These actions are in addition to and not instead of any and all other remedies that we, or others, may have against You under the law.

If you believe your work has been copied in any way that constitutes infringement, please provide our Copyright Agent with the following information:

- (a) An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest;
- (b) A description of the copyrighted work that you claim has been infringed;
- (c) Identification of where the material (including the URL if possible) that you claim is infringing is located;
- (d) Your address, telephone number and email address;
- (e) A statement by you that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent or the law; and
- (f) A statement by you, made under penalty of perjury, that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

Our Copyright Agent for Notice of claims of copyright infringement is Bill Pawlowski, who can be reached as follows.

By mail:
Bill Pawlowski
Arvig Internet Services
150 2nd Street SW
Perham, MN 56573

By phone: 218-346-8251
By email: dmca@arvig.com

13. **Reporting Other Abuse** –To report other abuse of this Acceptable Use Policy (other than copyright infringement) - please email us at abuse@arvig.com.

(Nov, 2011)