



## Copper Valley Solutions, d/b/a Copper Valley Internet (CVI) Internet Terms & Conditions

**Services:** CVI will provide Internet service at the customer's location.

**Term:** This Agreement is for the number of months shown above beginning on the date of signature of this document. By signing a twelve-month or twenty-four month contract, customer receives \$99.00 off the modem price and waiver of the \$99.00 activation fee.

**Service Requirements:** Customer must maintain local telephone service with Copper Valley Telephone Cooperative in order to retain Copper Valley Internet DSL service.

**Trial Period:** The customer shall have a 30 day period from date signed to cancel, if not satisfied with DSL service, with no penalties assessed.

**Early Termination of Agreement:** Failure to make any payment due or to perform any obligation under this agreement constitutes default of the agreement and all unpaid amounts shall become immediately due and payable to CVTC. If customer chooses to disconnect service prior to the completion of this contract (but after the trial period), customer will be charged \$25.00 for each remaining month of the contract, any balance due on the modem purchase price and the 99.00 activation fee, if previously waived. If Customer disconnects service prior to the completion of contract and less than 12 months into contract due to moving from CVTC's service area, customer will be required to pay back any discount off the purchase of the modem, any remaining balance owing on modem purchase and the activation fee, if waived.

**Payment:** This service will be billed monthly on the Customer's Copper Valley Telephone Cooperative (CVTC) billing statement. Monthly payment for this service is due and payable through the terms and conditions associated with CVTC's monthly billing statement. The monthly payment per this agreement is shown above. Price is based on the speed and discounts for which the customer is eligible under current CVI rates.

**Modem Payment:** The purchase price for a DSL modem is \$99. This amount, less any discount, can be paid in one lump sum or can be divided into equal monthly payments for six months, due each month and appearing on your monthly statement. Modems are purchased outright and are not returnable for refund unless proven to be faulty.

**SecureIT Service:** Customer may subscribe to an on-line security package for \$4.95/month per computer. The service is available for a one month minimum and may be discontinued at any time.

**Liability:** During the term of this agreement, the customer shall bear all risk for the equipment, including loss, theft, damage, or destruction of the equipment, and all liability for the use, possession, operation, storage and condition of the equipment.

**Assignment:** The customer may not assign, transfer, or dispose of, in any manner, any of its rights or obligations under this Agreement.

**Authorization:** Customer authorizes CVI to be an agent, on Customer's behalf, to provision ADSL using Customer's existing CVTC telephone exchange service line.

**Resale:** Customer agrees that CVTC DSL service is strictly for personal use and is not to be resold.

**DSL only Accounts:** Prior to installation a DSL customer must obtain written approval from telephone subscriber to attach DSL to their existing telephone service. A deposit or letter showing good credit standing is required. If telephone subscriber's service is disconnected, for any reason, customer will either obtain telephone service in their name or pay penalties associated with breaking the DSL contract. DSL only customers are not voting members of the Cooperative and do not receive capital credit allocations. Monthly DSL price must coincide with the number of telephone lines at the location.

**Acceptable Use:** This agreement is subject to, and incorporates by reference, CVI's Acceptable Use Policy and Customer Service Agreement, as they may be amended from time to time.