

GUNBY COMMUNICATIONS INC.



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sales.gunbycomm@gmail.com www.gcibroadband.com

Internet Service Agreement

Customer Contact Information

Account Name: (Last Name, First Name) _____

Billing Address: _____

City: _____ State _____ ZipCode _____

Telephone # _____ Cell Provider _____

Email Address : _____

Contract Information

Customer, by applying for GCI Broadband (GCIB) Internet Services, hereby agrees to a service agreement beginning as of the date of service origination specified on the customer's first billing statement for GCIB Internet Services. Customer is requesting GCIB Internet Service with Basic Tech Support at the following data rate:

<input type="checkbox"/> Gold:	Up to 6 Mbps downstream, 1 Mbps upstream,	\$44.95/mo
<input type="checkbox"/> Platinum:	Up to 10 Mbps downstream, 2 Mbps upstream,	\$69.95/mo
<input type="checkbox"/> Enhanced:	Up to 12 Mbps downstream, 4 Mbps upstream	\$99.95/mo
<input type="checkbox"/> Extreme:	Up to 15 Mbps downstream, 6 Mbps upstream.	\$119.95/mo
<input type="checkbox"/> Ultra:	Up to 20 Mbps downstream, 10Mbps upstream	\$149.95/mo
<input type="checkbox"/> Custom:	_____ down, _____ upstream	\$ _____/mo

Basic Tech Support 8:30AM to 5:30PM M-F excluding holidays.

Optional Services:

- | | | |
|---|---|--------------------|
| <input type="checkbox"/> Paper Billing: | Paper invoices, statements, or payments. | \$7.00/mo |
| <input type="checkbox"/> Priority Tech Support | 24/7 monitoring, Priority Service and Extended Service Hours. | \$15.00/mo |
| <input type="checkbox"/> Inside Support | Technical Support for inside Customer owned devices. | \$ _____/mo |

A one time installation/setup charge of \$75.00 (unless otherwise quoted) will be paid prior to or at time of installation of any equipment or service. Monthly service charges will either be charged against a Credit card, Debit Card or Bank Draft (which will be kept on file).

GCI will automatically charge the Credit card, Debit Card or Bank Draft on the 18th of each month, without notice. **GCI shall not be liable for any overdraft charges that occur on Credit cards, Debit cards or Bank Drafts. Any Customer whose method of payment fails to process for any reason will be charged a \$10.00 late processing fee.** Charges are posted on the 18th of each month (or first business day following) is for the following month's service. Should service lapse for non payment a \$25.00 reconnection fee will apply.

Customers will not receive monthly or quarterly invoices/statements unless they have checked the paper billing option. All responses to billing information requests, will be emailed to the customer.

GCI Broadband and Customer agree to the following terms and conditions:

Onsite Installation: GCI Broadband (GCIB) will be responsible for installation of the outdoor wireless device, the wiring between the outdoor device and inside POE collectively know as "Radio". Customer understands they are responsible for inside wiring from POE to Customer inside devices. GCIB does not provide support service for Customer inside devices, such as router, switch, LAN, Computers or other inside equipment as part of this agreement. Support for Customer inside equipment will be detailed in a separate service contract.

Customer acknowledges some inside LAN configuration may be required to support Internet Service. GCIB will supply the necessary configuration information, and may attempt to provide initial configuration services. However, actual configuration of Customer inside devices shall be the sole responsibility of Customer.

Note: In the case of installation requirements that exceed regular standard practices, the customer will be charged a pre-agreed amount. Extraneous installation charges may include, but are not limited to, extending outside or inside wiring to Customer owned devices, LAN and WAN configurations, etc.

Equipment: Should customer gain access to, relocate, remove or modify wireless CPE installation or configuration to the extent service is interrupted, modified or changed and, at the request of customer, it becomes necessary for GCI Broadband to restore service because of Customer's modification of GCIB CPE, Customer will incur an hourly rate of \$75 per hour for service restoration.

GCIB retains all ownership and right of access for indoor and outdoor wireless equipment (known as "Radio") installed on Customer property. Customer agrees in event of termination of services for any reason to allow GCIB personnel access to remove and reclaim GCIB provided equipment. Any infringement on GCIB's right of access will cause the customer to be billed for the replacement cost of all equipment.

Email/WEB Services

GCIB provides unrestricted/unlimited internet access subject to the terms of our Acceptable Use Policy. GCIB does not provide trademark email or website hoisting services. There are many internet companies which offer free email, free web hoisting services. GCIB will gladly associate you with these companies and provide assistance with assessing their free services.

Repair Services

GCIB will provide customer technical support only to the extent necessary to provide and maintain Internet Service to the location through our equipment. GCIB is not responsible for any inside devices, their configuration or setup unless other arrangements have been agreed upon and documented in the Customer Service Agreement.

BasicTech Support is part of your normal service fee and is available 8:30AM to 5:30PM Monday – Friday excluding Holidays. Technical support is limited to the internet connection only. It does not apply to inside customer devices.

Priority Tech Support is an optional service. Includes 24/7 monitoring of your connection, Priority Repair Service and Extended Service hours. It does not apply to inside customer devices.

Customer assistance may be provided by telephone, remote access or on site as determined by the technician. **Service calls resulting from defective or misconfigured inside customer devices will be subject to a service charge of \$75.00/hour.**

Acceptable Use Policy

Customer agrees to follow GCI Broadband's Acceptable Use Policy. A copy of the full policy can be found on our website www.gcibroadband.com or obtained by calling our office during normal office hours.

Signature: _____

Date: _____

Installation _____

Accessories _____

Prorated Service _____

_____ Service _____

_____ Total due at Installation

Credit or Debit Card Information:

Credit Card # _____ MC, Visa, AMEX

Exp Date _____

Name on Card _____

(Name on Card must match billing address provided above or if different provide below:

Name _____

Address _____

City _____ Zip Code _____