



Marne Elk Horn

YOUR LOCAL CONNECTION TO IT ALL

METC DSL

4242 Main Street • P. O. Box 120 • Elk Horn, Iowa 51531

1-888-764-6141 • 1-712-764-6161 • Fax: 712-764-2773

www.metc.net

Customer Information

Current METC Internet customer? () yes () no If "yes," disconnect dial-up account after DSL installation? () yes () no

Name Street Address City State Zip

Billing Name (if different from above) Mailing Address City State Zip

() - Home Phone () - Work Phone () - Fax number

@metc.net @metc.net

E-mail address choice or current e-mail address (Max. of 8 characters or less) Second choice (if 1st is not available) (Additional e-mail accounts may be ordered by requesting additional e-mail form from our office.)

E-mail forwarding available at no charge. Forward METC mail to e-mail account

Federal Tax ID Number Mother's Maiden Name (For Security Purposes)

Are you tax exempt? () yes () no

DSL PLANS

- () **1Mb PLAN - \$39.95** Includes 5 e-mail accounts–10M web space–speeds up to 1Mb Down/256K Up
- () **1Mb GAMER PLAN - \$44.95** Includes 5 e-mail accounts–10M web space–speeds up to 1Mb Down/768K Up
- () **1.5 Mb PLAN - \$49.95** Includes 5 e-mail accounts – 10M web space – speeds up to 1.5 Mb Down/256K Up
- () **2 Mb PLAN - \$69.95** Includes 5 e-mail accounts – 10M web space – speeds up to 2 Mb Down/512K Up
- () **2 Mb PLUS PLAN - \$89.95** Includes 10 e-mail accounts – 10M web space – speeds up to 2 Mb Down/1 Mb Up
- () **3 Mb PLAN - \$99.95** Includes 10 e-mail accounts – 10M web space – speeds up to 3Mb Down/1 Mb Up

STANDARD INSTALLATION CHARGE • \$25.00

Above plans require modem purchase of \$37.50 Modem provided by ISP

MODEM FEE, INSTALLATION & 1ST MONTH DUE AT TIME OF INSTALLATION

CUSTOMER SIGNATURE DATE

By signing this order form and agreement, I have read and understand the Customer Service Agreement and the Standard Installation Terms on the back of this application.

FOR OFFICE USE ONLY: Account Number Completed by

STANDARD INSTALLATION TERMS

Standard Installation includes installation of DSL equipment and connection completed within 2 hours. Installations that require extraordinary time of resources will be billed an additional charge. Customer will be informed of charges prior to installation. Customers requiring installation above 2 hours will be charged \$65 per hour plus additional materials. METC will warranty the modem for 1 year.

I agree to the terms of the Standard Installation (Initial) _____ Date ____/____/____

BILLING INFORMATION

All customers are billed monthly. Bills are mailed out the 5th of every month. Monthly charges are billed one month in advance, from the first of the bill month to the first of the following month. First month partial charges are prorated. Bills are due the 25th of every month. METC reserves the right to change the rate schedule at any time. Failure to pay when due will result in suspension or discontinuance of service. A service fee of \$7.50 will be required to reinstate your account.

AUTOMATIC PAYMENT

You may request bill payment to be automatically withdrawn from your bank account. Authorization forms may be requested from our business office and must be completed for this payment method. Payments will be withdrawn from your account the 15th of every month. Monthly statement will be mailed showing balance paid by your bank.

CUSTOMER SERVICE AGREEMENT

1. These Services are provided by Marne & Elk Horn Telephone Company (METC), 4242 Main Street, Elk Horn, IA 51531.
2. All charges will be billed monthly. METC reserves the right to increase the Internet fees regardless of contract date or package option. Payment is due as specified on the monthly invoice. Failure to pay when due may result in suspension or discontinuance of service. A service fee will be required to re-establish suspended service.
3. **METC makes no express or implied warranty of any kind. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided by METC.** The METC network protocols call for end-to-end verification of the accurate receipt of any message. METC makes no attempt to verify accurate receipt of any message and is not responsible for any loss of data resulting from delays, non-deliveries, incorrect deliveries or service interruptions, including those caused by the negligence, errors or omissions of METC, nor for consequential damages regardless of their cause.
4. Customer agrees to comply with the terms governing use of the METC network.
5. METC reserves the right to limit the size of e-mail attachments to 5 MB.
6. This agreement shall be governed by and construed in accordance with the laws of the state of Iowa applicable to contracts to be performed entirely within the state.
7. Either party may terminate service at any time by giving written notice. Such notice is effective when given.
8. **It is expressly agreed and understood that METC is not responsible for the information, which may be accessed or received through the internet, and METC does not warranty the accuracy or appropriateness of any information. Customer agrees to hold METC harmless from any and all claims, which might arise from customer's use of the Internet.**
9. **PLEASE NOTE:** No matter how fast your connection to the Internet, speeds on the Internet itself can affect download performance. While METC users are connected, actual downloads from the Internet will vary in speed. Factors that govern an Internet download speed include the performance of the server hosting the website requested, the bandwidth of the connection between the website's server and the Internet, Internet traffic patterns, router latency and backbone usage. FTP file transfers will be received at higher speeds than HTML web pages. Certain times of day tend to have higher Internet traffic than others. Components in user's PCs may also impose certain speed limitations.