

Duncan Telecommunications, LLC
Cable Internet Service Agreement
PLEASE COMPLETE FORM IN BLACK INK



Name: _____ Phone: _____

Mailing Address:
City/State/Zip _____

Physical Address:
City/State/Zip _____

1. Account Type (The charges listed below do not include cable installation or modem/equipment costs)



- Standard Broadband 12Mbps / 1Mbps *350Gb/Month \$39.95
- Bronze Broadband 1Mbps / 256Kbps *200Gb/Month \$24.95
- Broadband Dual Account 2 @ 12Mbps / 1Mbps *350Gb/Month \$ 69.90

**All DTiNET Internet access customers are subject to the monthly data consumption thresholds specified above. Bandwidth consumption in excess of these thresholds is subject to overage charges. Please review the Acceptable Use Policy at www.duncantelecommunications.com for additional information regarding Bandwidth Usage Policy.*

Duncan Telecommunications does not currently offer or support wireless routers. To obtain wireless service, the customer is solely responsible for the purchase, set up, and maintenance of a wireless router

2. Indicate User Name Choices (This will be your email name. User names must begin with a letter, may include both numbers and letters, with 8 characters or less, no spaces or punctuation)

(A) I am an existing SOVERNET user. **Enter your existing username:** _____

(B) I am a new user requesting a new username/password. (A username will be assigned based on your choices below)

First Choice _____ **Second Choice** _____

Password: _____ (8 characters, no spaces or punctuation, case sensitive)

Very important: All email reminders, account notifications, etc. will be sent to your SOVERNET email address unless you indicate a preferred contact email address here:

_____ @ _____

3. Challenge Question (Please supply us with a question and its answer. We will ask your question as an *Authorization Challenge* to anyone calling to make changes to your account. You agree that SOVERNET may assume that any person who correctly answers this question has the authority to do so. The caller must respond with your answer before we will accept the requested changes as being authorized by you)

Q. _____

A. _____

4. Payment Method

First month's prepayment required with completed service agreement

**Attention Bronze Broadband subscribers; DTLLC, will initially bill in advance for modem, install and first 4 months service. Beginning on the 5th month and for all subsequent months, SOVERNET will assess monthly charges as arranged on this form. No email services are included in DTINET Bronze Broadband package.*

All others payment for first month of service, by credit card or check payable to "SOVERNET" is due with this order. If you are a current SOVERNET user your existing account will be upgraded to reflect its new status and due date. No prepayment is required if you are an existing SOVERNET user

Credit Card: Issuing Bank _____

Name on Credit Card: _____

Card Number: _____ Expiration Date: _____ CCV Code: _____

Billing Address: _____

Check:

I agree to pay prior to each payment period. I understand no bill will be sent. Make checks payable to SOVERNET.

Electronic Funds Transfer: (ACH/EFT) Enrollment form will be sent after account is set up.

By my signature, I acknowledge that I have read and agree to abide by the terms and policies outlined above and below, as well as detailed and regularly updated terms and policies on the SOVERNET and Duncan Telecommunications websites. Please keep and maintain a copy of this document for your records.

I hereby authorize SOVERNET to charge my account in advance for all charges for services provided by SOVERNET, Inc. and Duncan Telecommunications, LLC that I may accrue, including fees for and other services that I might order as an extension of this account. I authorize SOVERNET to do so by the method selected (including my Credit Card if that is the payment method indicated).

I understand that in all circumstances, I, not SOVERNET or Duncan Telecommunications, am responsible for any usage charges incurred, whether in error or deliberate, and whether or not under the advice of SOVERNET.

I agree to be bound by both SOVERNET and Duncan Telecommunications, LLC's Terms of Service, Acceptable Use, and other policies as found online at: www.duncantelecommunications.com

I understand that Duncan Telecommunications is responsible for the cable access portion of my account, and that Technical Support issues relating to the functioning of the cable modem and access will be handled by Duncan Telecommunications 24/7 technical support (866-761-5670). I understand that SOVERNET will handle Technical Support related to email, web, dialup access if selected, and Additional Services.

I certify that I am 18 years of age or older, a legal resident of the United States, and fully authorized to order the services selected herein. I certify that the foregoing information is true to the best of my knowledge. I agree that my faxed signature shall be deemed valid and legal.

Signature: _____ **Date:** _____

Keep a copy of this document for your records

Please return this signed document along with payment to:

**Duncan Telecommunications, LLC
P.O. Box 685
Wilmington, Vermont 05363**