



## ASYMMETRIC DIGITAL SUBSCRIBER LINE (DSL) SERVICE APPLICATION AND INTERNET ACCESS SERVICE AGREEMENT

### Account Information

NAME \_\_\_\_\_ Social Security or Driver's License # \_\_\_\_\_  
 BILLING ADDRESS \_\_\_\_\_ (City) (State) (Zip)  
 CONTACT NUMBERS \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ (Home/Office/Other) \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ (Cell)  
 DSL# \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ (TELEPHONE # FOR LINE ON WHICH DSL WILL BE ACTIVATED.)  
**Note:** This must be a residential or individual business line that is not involved in a multi-line telephone system. If inside wiring is required, charges will be incurred.

### Software Information

Minimum PC Requirements: Ethernet Port and/or 802.11 Wireless Capability

### Service Selection and Current Rate Schedule

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|--|--|
| <p>SELECTED SERVICE PLAN (Monthly Charge)</p> <p><input type="checkbox"/> \$17.95 (Speeds up to 128 kbps download / 64 kbps upload)</p> <p><input type="checkbox"/> \$39.95 (Speeds up to 512 kbps download / 256 kbps upload)</p> <p><input type="checkbox"/> \$59.95 (Speeds up to 1.0 Mbps download / 512 kbps upload)</p> <p><input type="checkbox"/> \$69.95 (Speeds up to 3.0 Mbps download / 768 kbps upload)</p> <p><input type="checkbox"/> \$79.95 (Speeds up to 5.0 Mbps download / 1.0 Mbps upload)</p> <p><input type="checkbox"/> Visionnet Wireless Modem - \$48.00 (one time charge)</p> | <p>MAINTENANCE SERVICES (Mo. Chg.)</p> <p><input type="checkbox"/> DSL Modem - \$2.50</p> <p><input type="checkbox"/> Inside Wire (ISW) - \$2.50</p> <p><input type="checkbox"/> DSL Modem/ISW - \$4.50</p> <p><input type="checkbox"/> SecureIT Plus - \$4.95</p> |
|--|--|

Static IP Required?  Yes  No

E-Mail Identification \_\_\_\_\_ @ hctc.net (3-12 characters)

**Only alphanumeric characters (A-Z, 0-9) may be used with a minimum of one alphabet (lower case only).**

Password: \_\_\_\_\_ (8-15 characters)

**Must contain ONE capital letter, ONE number and ONE special character.**

FILTERS: Each device that plugs into a telephone jack (i.e., telephones, answering machines, satellite set top boxes, alarm systems) requires a filter to prevent interference with normal operation. **Three (3) "regular" filters are provided in each customer kit at no charge.** Unique filters are required for wall phones and burglar alarm systems. Please indicate below only if additional filters are required.

Number of **additional** filters required: \_\_\_ Regular/Baseboard (\$7.50 ea) \_\_\_ Wall (\$9.00 ea) \_\_\_ Alarm (\$15.00 ea)

CUSTOMER PICK UP \_\_\_\_\_

SHIPPING INFORMATION FOR UPS DELIVERY

Physical Shipping Address \_\_\_\_\_ (Street Address) (City) (State) (Zip)

**COMMITMENT TERM:** Customer agrees that a **\$250.00 termination fee** will be charged to the account, an amount equal to the waived installation fee, if for any reason this agreement is terminated before the 12-month commitment term is completed. HCTC Internet will allow Customer to change to a different level of service at any time without extension of the minimum Commitment Term.

**LIMITED LETTER OF AGENCY:** Customer agrees to a **Limited Letter of Agency (LLOA)**, which authorizes **Hill Country Telephone Cooperative, Inc. Internet Services** to act as the "Customer" agent in all matters relating to the provisioning of Asymmetric Digital Subscriber Line (DSL) service. It is understood that the Customer will continue to deal directly with Hill Country Telephone Cooperative, Inc. (HCTC) with regard to all regulated (non DSL) communications services provided by the Cooperative. This LLOA shall remain in effect until written cancellation by Customer or HCTC.

Customer Name (please print) \_\_\_\_\_

Customer Signature \_\_\_\_\_

|                              |                       |                            |
|------------------------------|-----------------------|----------------------------|
| DATE ___/___/___             | SERVICE ORDER # _____ | <b>(FOR HCTC USE ONLY)</b> |
| BILLING NUMBER _____ - _____ | MEMBERSHIP # _____    |                            |

**HILL COUNTRY TELEPHONE COOPERATIVE, INC.**  
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