



## SERVICE AGREEMENT

This Agreement is made and entered as of the date provided below between WASHINGTON COUNTY RURAL TELEPHONE COOPERATIVE, INC. d/b/a TELEMEDIA SOLUTIONS, hereinafter referred to as "WCRTC", and the undersigned CUSTOMER. By signing this agreement and/or using our service you agree to abide by our cooperative bylaws set forth at <http://www.telemedia.coop/by-laws/> as well as our Terms & Conditions set forth at <http://www.telemedia.coop/terms>.

### PROVISIONS OF SERVICE

As a part of its service offering, WCRTC is responsible for providing all necessary provisions and/or repairs on WCRTC's side of the Network Interface Device. WCRTC is not responsible for any repairs on the customer side of the network interface device. While most troubleshooting and repair work will fall under our "Pledge" support program, service calls (outside of the scope of pledge) will incur a labor charge of \$80/hr (one hour minimum billed, plus quarter hour increments) plus materials. Customer will be advised of said charges before work commences.

### RIGHT OF WAY

Customer consents to the reasonable use of (and right of way to) their real property to construct, maintain, and repair telecommunications facilities at no cost to the Cooperative. When requested by the Cooperative, the member agrees to execute any easement or right-of-way contract on a form to be furnished by the Cooperative.

### TERMINATION

Either party shall have the right to terminate all or part of the aforementioned services at any time with or without cause. Subject to payment of any applicable early termination charges, charges to Customer's account will stop accruing upon return of all WCRTC equipment. Customer will be issued pro rata fee refunds for monthly fees paid in advance. WCRTC may terminate the Agreement at any time with or without cause upon 30 days prior notice; or, immediately if Customer, or any person who has access to the service through Customer's account, commits a breach of our Terms & Conditions listed above.

### CUSTOMER AGREES TO THE FOLLOWING:

I understand that I am responsible for all wiring and cabling beyond the gateway or dsl modem. Additional wiring I request (not covered by pledge support) shall be billed at WCRTC's current hourly rate plus material charges.
I understand that I am responsible for any lightning damage that may occur to personally owned equipment, and that to reduce potential damage I should unplug both power and telephone lines from said equipment during inclement weather.
I understand that I am responsible for equipment and wiring connected to my local area network.
I understand that WCRTC strongly suggests the use of a firewall and antivirus software to minimize unwarranted intrusion to computers and network equipment, and that WCRTC is not responsible for such intrusion.
I understand that all rented equipment (including DSL and fiber routers) and all wireless equipment, (including wireless mounting hardware, wireless radios, and wireless routers) are the property of WCRTC. If service is terminated by either party for any reason, the above-mentioned equipment must be returned by me to WCRTC in working condition within 30 days of termination. If the equipment is lost, stolen, damaged, destroyed or otherwise cannot be promptly recovered by WCRTC, I agree to pay WCRTC the supplier's current list price for equipment.
I understand to receive potential future capital credit retirements I will provide updated physical (and email) addresses with the WCRTC customer service department if service is terminated.
I understand a two dollar threshold exists on credit refunds. Credit amounts below the threshold will not be issued, unless specifically requested.
I accept the conditions described above, attest I am at least 18 years of age and authorized to request service on the membership account referenced below.

Customer Signature:	Date:
Print Name:	Customer Phone Number:
Property Owned? Yes No   Owner Phone Number:	Owner Address:
Land Owner's Signature:	Date: