

TCT  
PO Box 671  
Basin, WY 82410-0671  
307.568.3357 Fax 307.568.2446  
1.800.354.2911

# TCT DSL Internet Services Agreement

Montana



This agreement is made between \_\_\_\_\_ and TCT dba Big Horn Wireless for DSL Internet service at the following physical address: \_\_\_\_\_ . TCT will arrange for required modem to be delivered and installed at your home or business . An installation charge of \$99.00 will be billed to the customer at the time of installation. Residential customers signing a one-year agreement will receive a \$50 reduction in the initial installation charge. The customer will be responsible for networking multiple computers on the service as well as equipment required for networking. Customer agrees to abide by the Acceptable Use Policy of the Company. The Acceptable Use Policy can be found at [http://www.tctwest.net/internet/acceptable\\_use\\_policy.php](http://www.tctwest.net/internet/acceptable_use_policy.php). Customer agrees to a credit check by TCT prior to installation of service. A security deposit may be required as a result of the credit check.

Most customers do not require the use of a static IP address. Those customers who do request a static IP address agree to pay a \$25.00 set up fee and \$10.00 per month for the use of that address. In addition, customers requesting static IP addresses must provide a written request with a brief explanation of the reason the address is needed.

Customer may request e-mail service by completing the e-mail registration information on the back of this form. One main account will be provided. Customer may then add up to four additional addresses by logging on to [www.tctwest.net](http://www.tctwest.net). Please contact our help desk for assistance.

**Equipment:** The customer will be responsible to provide the DSL modem required to supply Internet service. TCT will arrange for the modem to be delivered, but the cost of the modem will be borne by the customer.

**Qwest Loop Requirements:** Customer will be responsible for Qwest loop charges associated with DSL service. Qwest will bill customer monthly for loop charges. Specific charge depends upon speed of service ordered and Qwest pricing.

**Contract Period:** There will be a minimum contract period of 1 month. Residential customers who receive a 1-time discount on installation charge must enter into a minimum 1-year agreement. There will be no vacation periods allowed. If customer disconnects service, a \$99 re-establishment fee will be charged.

**Installation:** TCT will configure and install the DSL modem. Additional wiring requests will be charged out at \$70.00/hour for the first hour and \$50.00/hour thereafter. Customers requesting a one-year agreement will receive a \$50.00 discount on the installation charge. The installation crew will inform the customer prior to installation if additional charges will apply. A move fee charged by Big Horn Wireless Internet (time and materials) will apply if a customer requires service moved to a new premise location or within the existing premise.

**Service Coverage:** TCT offers its customer an optional service coverage plan for only \$1.75 per month. Customers subscribing to this plan will not be charged for maintenance calls to their home or business regarding Internet trouble. Our rate for service calls is \$70.00/hour for the first hour and \$50.00/hour thereafter billed in half-hour increments.

**\*Any additional installation time and/or materials will be billed separately by Big Horn Wireless Internet.**

**Computer requirements (Customer responsibility):** **Desktop:** An ethernet card must be installed in customer's computer **Laptop:** PCM or USB slot must be available

**Monthly Service Charges (please choose one option):**  \$24.95 per month - 256K

*NOTE: Bills will cycle on the 1st of every month. Credit & debit card payments will be processed on the 3rd, and automatic (ACH) payments on the 10th of each month.*

\$31.95 - 1.5Mbps

*Good surge protection and grounding are recommended and are the responsibility of the customer. Equipment provided by TCT remains the property of TCT. Any damage to the provided equipment after initial installation will be the responsibility of the customer. Customer may purchase equipment protection coverage for \$1.50 per month which will cover all damage to TCT equipment. TCT reserves the right to refuse service.*

**Monthly Service Coverage:**  Yes, please include the service coverage at \$1.75 per month  
 No, I do not wish to purchase the optional service coverage

Billing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone numbers: daytime \_\_\_\_\_ evening \_\_\_\_\_ cell \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

**Payment options:** (please choose one option)

**Credit Card:**  VISA  MasterCard

Card number \_\_\_\_\_

Expiration date \_\_\_\_\_

Name as it appears on card \_\_\_\_\_

**Automatic Payment:** Bank name \_\_\_\_\_

Bank address \_\_\_\_\_

Bank transit routing # \_\_\_\_\_ Bank account # \_\_\_\_\_

Account type:  Checking (attach voided check)  Savings (attach voided deposit slip)

**Office use only:**

**\$99.00 Installation fee collected at time of installation:**

Yes  
 No

Installed by \_\_\_\_\_ Date \_\_\_\_\_

IP Address \_\_\_\_\_ MAC Address \_\_\_\_\_

# Optional E-mail Registration Form

TCT  
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Please PRINT the following information as completely as possible

First name \_\_\_\_\_ Last name \_\_\_\_\_ Company (if applicable) \_\_\_\_\_

Mailing address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone numbers: Daytime \_\_\_\_\_ Evening \_\_\_\_\_ Cell \_\_\_\_\_ Fax \_\_\_\_\_

**Operating System:**       Windows ME       Windows 98       Windows 95       Windows NT       Windows XP  
                                   Windows 2000       Macintosh OS8 or OS9       Other \_\_\_\_\_

**Computer Brand:** \_\_\_\_\_ RAM \_\_\_\_\_

Has this computer been on the Internet before?       Yes       No  
 Are you currently an Internet subscriber?       Yes       No

If yes, who is your current provider?  
 \_\_\_\_\_

**Login name** - Make three choices (we recommend no more than 10 characters). We will use first choice if possible. Your login name will be the first part of your e-mail address. Login name cannot end with the #00. **Password** - Must contain at least 5 characters and may be alpha, numeric, or a combination (maximum of 15 characters). All login names and passwords are lower case and cannot contain special characters or punctuation (i.e. &#@;:;+). Customer may add up to four additional e-mail addresses by logging on to the web mail link under Internet portion of our web site at [www.tctwest.net](http://www.tctwest.net).

First Choice	Second Choice	Third Choice
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Password	I agree to abide by the Acceptable Use Policy of TCT and understand that policy may be viewed at <a href="http://www.tctwest.net/acceptable_use_policy.htm">http://www.tctwest.net/acceptable_use_policy.htm</a> and that I am responsible to view and read that policy. By signing this contract, I agree that I am at least 18 years of age
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and legally bound by this contract. If I am not 18 years of age, the signature below is of a parent or guardian that agrees to be held responsible for the actions of the account applicant. I also understand that I am responsible for determining that my computer and modem hardware meet the minimum requirements recommended by my Internet Service Provider and that my Internet Service Provider does not accept responsibility or liability for accounts with substandard hardware.

I authorize the Internet Service Provider chosen above to bill my account for any charges that I may accrue from month to month. This authorization is valid until revoked in writing. I also certify that I have read the "welcome to" information provided. I further understand that my Internet account will be suspended if my account is not paid in full by the date indicated on my monthly statement. I understand that should my Internet service be terminated due to nonpayment, I may be assessed a reconnect fee. I further understand that I will receive informational emails from my Internet Service Provider periodically. I accept the free filtering service with the understanding that it is not guaranteed to filter all junk mail or detect all viruses. I may request this service be removed from my account. I realize that to be better protected, I should also use independent virus detection software on my computer(s). There will be a service order charge to reinstate the service if desired later. I further understand that email must not be left on the server and that if my mailbox exceeds 25MB, mail will not be delivered until the size of mailbox is decreased.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Office use only:**

Account # \_\_\_\_\_