

Coastal Telco Services DSL Service Agreement

The following terms and conditions govern Coastal Telco Services' ("CTS") provision of DSL Internet Access to the company or individual ("Customer") as described on the Service Application. In addition, all terms and conditions set forth in "Coastal Telco Services' Terms and Conditions for Service" (copy attached) apply to DSL internet accounts.

Resale

Customer shall not resell or redistribute any portion of this access to a third party without prior permission from Coastal Telco Services.

Connect Time, Speed and Bandwidth Utilization

DSL is full-time internet access; no hourly limits apply. Monthly charges are based on a sustained usage of 25% of allocated bandwidth. Bandwidth utilization will be monitored on 5-minute intervals, 24 hours per day to create an end-of-month report for the circuit. An average will then be calculated based on the bottom 90% of utilization for the month. A monthly surcharge will be assessed when Customer's average bandwidth utilization exceeds 25%. Reports can be made available to the customer upon request. (See Charges for DSL Service below)

E-mail Accounts

DSL Service includes five e-mail accounts. Additional e-mail accounts are \$5.00 per month each.

IP Addresses

DSL customers will receive one automatically assigned IP address. If a static IP address or more than one address is needed, please contact Coastal Telco Services.

Security

The Internet is a shared resource among customers. Because of this, there is a risk that the Customer could be subject to a variety of security breaches, including but not limited to eavesdropping and denial of service attacks. Other people may be able to access, monitor and/or tamper with Customer's files, data or other traffic sent or received using this DSL connection, and/or negatively affect Customer's ability to use this service. Any information sent by Customer over the CTS network is sent at Customer's sole risk and CTS shall have no liability whatsoever for any claims, losses, actions, damages, suits or proceedings arising out of or otherwise relating to such actions by Customer.

Phone Filters

DSL can produce a high-pitched noise that can interfere with voice communications. Phones, fax machines and satellite TV receivers can also interfere with the DSL signal. Each device on the same number as the DSL service should have a DSL filter to eliminate any interference.

Security Systems

Security or alarm systems can severely affect DSL service. Security systems require a special filter which can be obtained from your security system provider.

Charges for DSL Service

Initialization Fee: No 1 year contract \$124.00
 1 year contract \$25.00*
*If DSL service is cancelled within one year a \$99.00 fee will be billed to your account.

Monthly Service Charge: DSL Standard \$37.95 per month (768 kbps down and up)
 DSL Deluxe \$42.95 per month (3 mbps down/1 mbps up)
 DSL Super \$47.95 per month (6 mbps down/1 mbps up)
All DSL plans include 15 hours of dial-up time per month

Monthly Bandwidth Utilization Surcharge:

0 – 25%	no surcharge
25 – 50%	\$ 10
50 – 75%	\$ 30
75 – 100%	\$ 75

Additional E-mail accounts: \$5.00 per month per account.

Reactivation Charge: \$25.00

A reactivation charge will be required to reactivate any disabled account, whether cancellation is initiated by Customer or by CTS for non-payment or any other breach of this Agreement or policy in this Agreement. This reactivation charge is in addition to any outstanding charges for DSL internet service.

Dial-up Access: DSL Customers may use traditional analog dial-up service via CTS local access numbers. CTS shall provide all DSL Customers with 15 hours of dial-up service per month; additional hours will be billed at \$1.25 per hour. If a customer requires more than the 15 hours per month of dial-up access they can call to set up the additional dial-up hours and charging for the additional dial-up time.

DSL internet access is provided by CTS in conjunction with your local telephone company service. CTS bills you for internet access, while your telephone company bills separately for telephone service.

Disconnection of your local telephone service will disable your DSL Internet connection.

Removal or termination of your local telephone service will terminate your DSL service.

Customer-Supplied Equipment

The customer shall supply computer & communications equipment that meets or exceeds the following requirements:

Paradyne or Zhone DSL modem (call for model number and price) (available from CTS)
CAT5 Ethernet cable (available from CTS)
DSL phone filters (available from CTS)

PC Compatible Systems:

Interface: twisted pair Ethernet Network Interface Card
Operating System: XP, Vista*

Macintosh Systems:

Interface: twisted pair Ethernet Network Interface Card
Operating System: Mac OS X*

*** Please Note:** You may need to have the original Operating System diskettes or CD available at time of installation if you do not have an Ethernet card in your computer.