

*******VIOLA WIRELESS HIGH SPEED INTERNET REGISTRATION FORM *****
ALEXIS AND MATHERVILLE AREAS**

Name (Please Print): _____
Address: _____
City: _____ County: _____ State: _____ Zip: _____
Billing address if different: _____
Telephone or Cellular Number: (_____) _____

PACKAGES: Check all services for which you are applying.

\$49.95 Application Fee applies to all Packages - Application fee must be paid in advance.

\$25.00 Call-out charge. (Charge if problem is found in your equipment)

Downstream/Upstream (kbps)

- Residence - up to 5MB/1MB - \$49.95 { } Router \$55.00
- Business - up to 5MB/1MB - \$59.95
- Maintenance pkg. \$3.50/mo. Maintenance pkg. includes replacing subscriber module, antennae & surge suppression from lightning or any natural cause.
- Do not want maintenance package**

Prices and availability are subject to change without notice.

Wireless High Speed Internet will be billed monthly from Viola Home Telephone Co.
The charge will be listed under the Viola Communications, Inc. portion of the bill.

NOTE: Applicant must be at least 18 years of age to apply for service. Your signature indicates acceptance of the "Viola Terms and Conditions" (attached). Customer agrees to pay for the Wireless High Speed Internet service for a **minimum of six (6) months**. If Customer terminates service within the first six (6) months, the Customer must continue to pay the monthly service fee for the remainder of the initial 6-month term.

Please refer to all items on the Terms and Conditions before signing the agreement.

Customer Signature: _____ **Date:** _____

Please return to: Viola Communications, Inc. P O Box 309 Viola, IL 61486
Voice: (309) 596-2222 Fax: (309) 596-2079

VIOLA COMMUNICATIONS, INC. INTERNAL USE ONLY

IP: _____

WIRELESS HIGH SPEED INTERNET TERMS AND CONDITIONS

- 1) By signing this registration form and agreement, you (Customer) must be at least 18 years of age and agree to the following terms and conditions of the service described below.
- 2) These services are provided by Viola Communications, Inc. P O Box 309 Viola, IL 61486. This agreement shall be governed by and construed in accordance with the laws of the State of Illinois, applicable to contracts to be performed entirely within the state.
- 3) The subscriber module, antenna, & surge suppression will be provided by VCI and, in consideration for VCI providing this equipment, Customer agrees to pay the set up fee and the monthly service fee for a minimum of six (6) months. If the service is terminated within the first six (6) months, the customer must continue to pay the monthly service fee for the remainder of the initial 6-month term. Both VCI and Customer may terminate this Agreement at any time, after the initial 6-month term, by giving written notice to the other. Such notice is effective when given and customer is obligated to pay for service through the termination date. The only warranty covering the above listed equipment provided by Viola Communications, Inc. is the manufacturer's warranty of thirty (30) days. Beyond the 30-day manufacturer's Warranty, customer shall be responsible for repair or replacement of the equipment. Upon termination of service, all equipment shall be returned to Viola Communications, Inc.
- 4) In order to properly maintain the VCI network, VCI reserves the right to change Customer's IP, gateway, and subnet address.
- 5) All charges will be billed a month in advance by VCI on the 9th of each month, payable by the last day of the same month. Failure to pay by the specified due date may result in your service being discontinued. A reconnect fee will be required to reestablish service.
- 6) If your VCI account is discontinued for any reason, VCI assumes no responsibility for recovery of your data from the computer system.
- 7) VCI makes no express or implied warranty of any kind. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided by VCI. VCI makes no attempt to verify accurate receipt of any message and is not responsible for any loss of data resulting from delays, non-deliveries, incorrect deliveries, or service interruptions, including those caused by the negligence, errors, or omissions of VCI, nor for consequential damages regardless of their cause.
- 8) Customer agrees to comply with the terms governing use of the VCI network as set forth in the VCI "Acceptable Use Policy" as they may change from time to time. Any changes to the terms governing use of the VCI network will be posted as warranted on the computer system.
- 9) By accessing and using the VCI computer system, user is consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject users to criminal prosecution and penalties. User agrees to indemnify VCI against liability for any and all use of user's account.
- 10.) **Downstream/upstream speeds can't be guaranteed especially when streaming video on Hulu, Net Flix, Blockbusters, etc. or for online gaming.**