



# Wabash Residential Service Agreement

Name:				Date:		CSR:	
Business Name:				YB Category:			
Service Address:							
Billing Address:							
City:		State:		Zip:		County:	
Phone (Main):				Phone (Work/Cell):			
1st Email Address: <small>(3-8 characters)</small>				Password: <small>(8-15 characters)</small>			
2nd Email Address: <small>(3-8 characters)</small>				Password: <small>(8-15 characters)</small>			
Battery Backup		<input type="checkbox"/>		Calling Features			
Published		<input type="checkbox"/>		Video Caller ID		<input type="checkbox"/>	
Security System		<input type="checkbox"/>		Caller ID N/#		<input type="checkbox"/>	
				Voicemail		<input type="checkbox"/>	
				Call Waiting		<input type="checkbox"/>	
				Call Forward		<input type="checkbox"/>	
						<input type="checkbox"/>	

Service Term	
1 Year _____ 2 Year _____ 3 Year _____ 4 Year _____ 5 Year _____	Other _____

Internet Installation & Fees					
Item	Cost			Total	
Installation	\$150.00				
<b>Basic Wireless Router</b> Lease \$4.50 <input type="checkbox"/> Purchase \$79.95 <input type="checkbox"/> <b>Advanced Wireless Router</b> Lease \$7.50 <input type="checkbox"/> Purchase \$199.95 <input type="checkbox"/>					
Phone Only	Internet w/ Phone Bundles		Internet Only - Fiber	Internet Only - COAX	IO Prices
150 Min \$32.86 <input type="checkbox"/>	150 Min \$62.86 <input type="checkbox"/>	Unlimited \$82.86 <input type="checkbox"/>	100Mbps/1Mbps <input type="checkbox"/>	25Mbps/1Mbps <input type="checkbox"/>	\$35.00
Unlimited \$52.86 <input type="checkbox"/>	150 Min \$82.86 <input type="checkbox"/>	Unlimited \$102.86 <input type="checkbox"/>	250Mbps/25Mbps <input type="checkbox"/>	50Mbps/1Mbps <input type="checkbox"/>	\$55.00
	150 Min \$102.86 <input type="checkbox"/>	Unlimited \$122.86 <input type="checkbox"/>	500Mbps/50Mbps <input type="checkbox"/>		\$75.00
	150 Min \$122.86 <input type="checkbox"/>	Unlimited \$142.86 <input type="checkbox"/>	1 GIG/100Mbps <input type="checkbox"/>		\$95.00
<b>Total (Internet)</b>	150 Min \$112.86 <input type="checkbox"/>	Unlimited \$132.86 <input type="checkbox"/>		75Mbps/10Mbps <input type="checkbox"/>	\$85.00

Wabash TV Section					
Item	Cost	Total	Item	Cost	Total
Silver/Basic	\$31.98		Wire Maintenance	\$3.00	
Gold/Expanded	\$70.98		Additional Hookups	\$5.49 each	
Platinum/Digital	\$91.98		Install Fee	\$150.00	
Adult Content Blocked	Yes <input type="checkbox"/> No <input type="checkbox"/>		DVR	\$6.95	
HBO	\$17.95		Whole Home DVR <i>(Fiber Only)</i>	\$10.95	
Starz/Encore	\$13.95		RedZone HD	\$39.95	
Showtime	\$13.95		<b>Total (TV)</b>		
Cinemax	\$13.95				

<b>Total</b> <i>Taxes &amp; Fees Not Included</i>
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*Updated 4/18/2017 JQ*

Comments:

## Customer Sign Off

### INSTRUCTIONS FOR SELECTING A USER NAME & PASSWORD:

**User name:** User names will be all lowercase, and must be at least 3 characters and can be up to 8 characters. User names must begin with 1 alphabetic character (a-z), and may contain a mix of letters, numbers and the underscore character (\_). Underscores may not be at the beginning or the end of the user name, nor appear twice in a row within the user name. User names are case sensitive.

**Password:** Passwords will be a combination of upper case letters, lower case letters and numbers and are required to be at least 8 characters long. They will contain at least one upper case letter, one lower case letter and one number. No special characters will be allowed. As long as these three requirements are met the passwords can be any combination of letters and numbers and may be up to 15 characters long. **NOTE:** The user name you select will become your E-mail address when attached to "@wabash.net". Example: User name - jdsmith8 with E-mail address: jdsmith8@wabash.net

### Acceptable Use Policy:

1. Advertising may not be "broadcast" or otherwise sent on an intrusive basis to any user of any network. Advertising may be posted in USENET news groups, applicable commercial advertising directories (if any), or E-mailed to any user or user mailing list that has requested such advertising.
2. Transferring commercial traffic, as well as research and educational traffic, is an acceptable use so long as such use is acceptable to all interconnected networks along the entire route, from source to destination.
3. It is not acceptable to use Wabash Communications Co-op internet service for illegal purposes.
4. It is not acceptable to use Wabash Communications Co-op internet service to transmit threatening, obscene, objectionable, or harassing materials.
5. It is not acceptable to use Wabash Communications Co-op internet service so as to interfere with or disrupt network users, services, or equipment. Disruptions include, but are not limited to, distribution of unsolicited advertising, propagation of computer "worms" and viruses, using the network to make or attempt to make unauthorized entry into any other machine accessible via the network, and sustained high volume network traffic which substantially hinders other customer's use of the network.
6. Information and resources accessible via Wabash Communications Co-op internet service and all interconnected networks are proprietary to individuals and organizations which own or hold rights to those resources and information unless specifically stated otherwise by the owners or holders of rights. It is not acceptable to use Wabash Communications Co-op internet service to access information or resources unless permission to do so has been granted by the owners or holders of those resources or information. Placement of files, resources, or information into a computer directory structure accessible via 'anonymous ftp' or a published public TELNET account grants defacto per mission for access to all network users.
7. Wabash Communications Co-op maintains full ownership of the equipment. Individuals terminating service will be charged \$500.00 for a video gateway, \$150.00 for IPTV set top box, \$280.00 for IPTV DVR set top box, \$400.00 for cable HD receiver, \$625.00 for a cable DVR receiver, \$150.00 for router, \$275.00 for digital cable box, \$268.00 for ONT, \$150 for Zyxel Gateway Router, and \$100.00 for the modem, plus applicable sales tax. Credit will be given upon return of equipment to Wabash Communications Co-op offices.
8. It is not acceptable for changes in the equipment configuration to be made by anyone other than a Wabash Communications Co-op employee.
9. Wabash Communications Co-op reserves the right, at its sole discretion, to modify this Acceptable Use Policy from time to time.

Each customer is allowed one downgrade of TV service offerings in a one year period; a \$5 downgrade fee will apply toward any additional downgrades during that time frame. A \$25 fee will apply if Wabash Communications Co-op is responsible for retrieving equipment a customer has the second or any additional times during a one year period.

Wabash Communications Co-op is a TV and Internet service provider only. We are not responsible for the content in the programming or the content found on the Internet. Passwords are the customer's responsibility; it is intended for the signed customers use only. Any abuse or misuse of the password may result in your account being disconnected from Wabash Communications Co-op. Monthly charges are due on the 28th of each month. A \$10.00 late fee will be applied to the account when payments are not received by due date. All installation fees are nonrefundable. When altering your existing monthly packages, fees may apply in order to accommodate changes to services.

The Applicant grants permission for Wabash Communications Co-op to coordinate the services that each company provides, including, but not limited to, permission to credit one company's customer credit refunds toward outstanding balances in either of the other two companies.

**Wabash Communications Co-op will review alleged violations of applicable Acceptable Use Policies on a case-by-case basis. Violations of these policies may result in immediate termination of access.**

**AGREEMENT:** Customer's signature below and/or use of the Services shall represent Customer's formal acceptance of and agreement to abide by The Acceptable Use Policy and the Terms and Conditions (where applicable) located at [www.wabash.net](http://www.wabash.net).

I understand that speeds are quoted as "up to" speeds and are not guaranteed as many things impact actual speeds i.e. loop distance, signal strength, your computer, network congestion, etc.

**Early Termination Fee:** I agree to subscribe to service's marked for the service term on this agreement. The Term commitment is not a price guarantee and rates may be adjusted from time to time upon advance written notice, it is recognized that Wabash Communications Co-op has made substantial investment in facilities to your business with free installation and free use of equipment in exchange for this Term.

If I am unable to fulfill the Term of this agreement, I am subject to an early termination fee 1 Year = \$200 or 2 Year = \$400 or 3-5 Year equal to the package price times the months remaining on the Service Term plus install fee. With proof of moving there will be a \$200 cancellation fee and contract will become null & void. Upon your death, contract will become null and void. All other cancellations will be handled on a case by case basis.

I acknowledge and agree that I shall immediately return Wabash Communications Co-op's equipment upon termination of the services or at anytime upon Wabash Communications Co-op's request. I understand that surge and firewall protection are my responsibility and I agree that I will be responsible for any and all damages or losses. Service will be delivered to customers who have signed a contract once approved by the Board of Directors.

Customer Name:

Completion Date:

Customer Signature:

I give Wabash permission to place a fiber pedestal on my property and a fiber drop to my home and/or place equipment on my home.

Initial: