

fivearea.com 5A Broadband
A Service of Five Area Systems, LLC
(806)272-5533 or (800)741-6925
E-mail applications@fivearea.com

Account Activation Agreement

This document contains the terms and conditions of the fivearea.com 5A Broadband service provided by Five Area Systems, LLC of Muleshoe, Texas to the subscriber. Service and availability depends on location.

Date of Connection: _____

Call for Internet Prices:

Speeds up to:

___ 15x1 Mbps Copper Service:	Basic
___ 25x3 Mbps Fiber Service:	Basic
___ 25x10 Mbps Fiber Service:	Premium
___ 50x3 Mbps Fiber Service:	Basic
___ 50x25 Mbps Fiber Service:	Premium
___ 100x50 Mbps Fiber Service:	Premium
___ 200x100 Mbps Fiber Service:	Premium
___ 500x250 Mbps Fiber Service:	Premium

***** Note: 1/2 of the first monthly bill must be prepaid. Please submit the prepayment with your application.**

Account Name: _____

Mailing Address: _____

Physical Location (911 address): _____

City: _____ State: _____ Zip: _____

Install on Phone #: _____ Contact Phone #: _____

Current E-mail Address: _____

Preferred Users Name: _____

(For fivearea.com e-mail) (Must be at least 6 characters and maximum of 8)

Preferred Password: _____

(Must be at least 8 characters and maximum of 10 and include 1 capital letter and at least 1 number) Cannot be the same as Users Name.

Yes, Please add the Spam/Virus Protection to my e-mail account at the billable rate of \$1.50 per month per account. I understand that I can cancel this service at any time. Initials: _____

fivearea.com

Terms and Conditions

DSL/Internet accounts may be accessed as little or as much as a customer needs, however *fivearea.com* has strict definitions of how the service is used.

- Accounts can only have a single point of connection (i.e. router).
- Static (permanent) IP addresses are available on request subject to a monthly lease fee.

fivearea.com neither expresses nor implies any warranty as to individual connection rates. Speeds vary with distance, line conditions, building wiring and other outside influences. Additionally, *fivearea.com* cannot guarantee that internet service can be provided to any particular location.

Connection fees do not include wiring or re-wiring of any premises.

Five Area Systems, LLC exercises no control whatsoever over the content of the information passing through *fivearea.com*. By signing this agreement, you acknowledge that there is currently no governing body supervising the Internet and its content, and that you alone are responsible for the documents and services you elect to access via your *fivearea.com* account.

fivearea.com may only be used for lawful purposes. Transmission of any material in violation of U.S. or state regulation is prohibited. This includes, but is not limited to, copyrighted material, material legally judged to be threatening or obscene, or material protected by trade secret. You agree to indemnify and hold harmless Five Area Systems, LLC from any claims resulting from your use of the service which damages you or another party. Use of *fivearea.com* for lawful commercial purposes is both permitted and encouraged.

Connectivity is provided for your organization/personal use only and as a client user of Internet Access. Resale or use of a direct IP connectivity by or to other individuals or organizations is prohibited. Connection of servers from the client side to your account is prohibited. Evidence of such servers will result in immediate termination of your account and additional disconnection charges.

All charges are added to your monthly telephone bill, payment is due along with your telephone bill. You are liable for the full amount of your monthly fees for each month you are on the service. Accounts not paid in full by the due date are subject to immediate interruption or disconnection. To re-establish an account you must first pay the past due amount and a \$25 reconnect fee. Service interruption and termination does not relieve you of the obligation to pay the monthly charge. Refunds are not available except as noted under the guarantee section of this agreement.

You shall be liable for all one-time installation charges as part of your first month's invoice and you shall be liable for the monthly access charge on a monthly basis. Monthly access charges shall accrue to your account until such time Five Area Systems, LLC receives written notice from you terminating your account. You are liable for all charges properly billed to your account.

E-mail service is part of the *fivearea.com* offering. You understand that you may be responsible for acquiring your own client E-Mail software. Five Area Systems, LLC may make available some client software but is under no obligation to provide you with any software. E-mail messages left on the *fivearea.com* on-line E-Mail Server for more than 20 days are subject to deletion without further notice. Five Area Systems, LLC is not responsible for delivery, mis-delivery, or non-delivery of any E-Mail messages. You understand that if you change Internet Service Providers you may not be able to take your E-Mail address with you to the new provider.

Guarantee: If during the first 10 days of service, you are not satisfied with the service for any reason, simply inform Five Area Systems, LLC Internet Services Dept. in writing and we will cancel your account and refund your paid service fee. The installation fee is not refundable.

fivearea.com on-line access may be temporarily unavailable from time to time for maintenance and repair or other reasons beyond the control of Five Area Systems, LLC. Five Area Systems, LLC is not responsible for the state of connectivity of the various internet nodes and servers other than its own. There are no understandings, agreements, or representations expressed or implied which are not specified herein, respecting this agreement, or the services hereunder. Five Area Systems, LLC expressly disclaims all warranties, including all warranties of merchantability and fitness for a particular use or purpose related to the service and all other matters. This agreement states the entire obligation of Five Area Systems, LLC in connection with this transaction. The user expressly waives all damages, whether direct, incidental or consequential, related to the service. This includes, but is not limited to, loss of data resulting from delays, non-deliveries, mis-deliveries, service interruptions or quality of the information caused by your acts or omissions of a third party.

Signature

Date

Print Name

Title

FIVE AREA SYSTEMS, LLC

PERMISSION AND RELEASE AGREEMENT

I confirm that I am the owner of property located at: _____

I do hereby give Five Area Systems, LLC permission to attach hardware to this structure necessary for occupant to subscribe to one or more of the following Five Area Systems, LLC services: Wireless Internet or DSL. This includes, but is not limited to, mounting antennas on roof or eave, drilling through outside walls and/or setting a pole in the ground.

Pursuant to the above, I also release and hold harmless Five Area Systems, LLC from any subsequent liability from above said actions.

Signature of property owner

date

Printed name of property owner

FIVE AREA SYSTEMS, LLC

Managed Wi-Fi Service Agreement

Wi-Fi Coverage

Using the 2.4 Ghz (802.11n) and 5 Ghz (802.11xx) Wi-Fi allows for better coverage of homes with faster speeds to your wireless devices than a standard router. Plus, one of our skilled technicians will configure your Wi-Fi, making sure it is installed properly.

The term of this agreement is month-to-month, and will begin the day your router is configured. The term will automatically renew on the first of each month unless the router is returned to Five Area Systems.

Customer agrees to pay a one-time Setup Charge* of \$49.00 and a monthly fee throughout the term of this agreement. If Managed Wi-Fi is ordered with a new installation, Five Area Systems will install the router. If Managed Wi-Fi is being added to an existing account, the router can be picked up from Five Area Systems or an agreed upon location.

If the router goes bad for any reason, it must be returned to Five Area Systems for a replacement. Additional charges may apply if Customer requests an on-site visit. All equipment provided by Five Area Systems, will at all times remain the property of Five Area Systems. Customer may not sell, transfer, lease or encumber the Five Area Systems Managed Wi-Fi Equipment to any third party.

Managed Wi-Fi Available in Conjunction with Internet Service

- Internet with **BASIC** Managed Wi-Fi (Account Management and Wireless Router): \$8.95 per month in addition to your monthly internet service. Requires a \$50.00 deposit.
- Internet with **DELUXE** Managed Wi-Fi (Account Management and Wireless Router): \$11.95 per month in addition to your monthly internet service. Requires a \$50.00 deposit.
- Internet with **DELUXE** Managed Wi-Fi **PLUS** (Access Point Extender): \$11.95 plus \$6.95 per month for each additional extender in addition to your monthly internet service. Requires a \$75.00 deposit.

With regard to such equipment, Customer agrees to:

1. Use the equipment only for the purpose of a managed router service for a Five Area Systems internet service account. This router cannot be used with any other internet service provider or for any other purpose.
2. Keep the Wi-Fi password secure and only available for use within the immediate household or business that is subscribing to both Five Area Systems internet service and Managed Wi-Fi.
3. Prevent all unauthorized connections or use of the Managed Wi-Fi.
4. Prevent tampering, altering or repair of the equipment by any person other than agents of Five Area Systems.
5. Assume complete responsibility for improper use, damage or loss of such equipment regardless of cause.
6. Authorize agents of Five Area Systems to remotely access and manage the router on customer's behalf.
7. Authorize agents of Five Area Systems to remotely access and manage parental controls at the customer's request.
 - a. **UNLIMITED Remote Support** is offered during normal support hours. After hours Remote Support may or may not be available.
8. Return Equipment:
 - a. If Customer's service is terminated or cancelled (for whatever reason), unless Five Area Systems expresses otherwise in writing, Customer agrees that he/she no longer has the right to keep or use the equipment and must promptly return it to Five Area Systems in the same condition as when received. Ordinary wear and tear is expected. Failure of Five Area Systems to remove the equipment does not mean that Five Area Systems has abandoned the

equipment. Five Area Systems may continue to charge Customer a monthly service fee every month until any remaining equipment is returned, collected by Five Area Systems or fully paid for by Customer.

b. To grant reasonable access to agents of Five Area Systems to service, replace and retrieve said equipment.

c. To return the equipment in good condition within 10 days of disconnecting internet service with Five Area Systems. In the event all of the equipment is not returned to Five Area Systems in good condition, Customer agrees to pay an "Unreturned Equipment Fee" Wireless Router not returned. You agree that any other fees may automatically be charged to your account and you agree to pay such fees (See 10 a).

d. The return location is: Five Area Systems, 302 Uvalde St., Muleshoe, Texas 79347

9. Payment and Charges:

I agree that if my account with Five Area Systems is past due, Five Area Systems may terminate all services, including internet service, in accordance with applicable law. If I have a credit due to me or a deposit is being held on any account with Five Area Systems, I agree that the credit or deposit may be used to offset amounts past due on any other account I may have with Five Area Systems without notice to me. To reconnect any terminated services, I may be required, in addition to payment of all outstanding balances on all accounts with Five Area Systems, to pay reconnect charges or other charges (where applicable) and/or security deposits before reconnection.

10. Equipment Deposit:

a. We require an advance security deposit for Managed Wi-Fi Equipment. Upon determination solely by Five Area Systems of satisfactory payment, Five Area Systems may begin refunding of deposits through bill credits.

\$50 Security Deposit
(Giga Center)

\$50 Security Deposit
(Giga Spire)

\$75 Security Deposit
(Giga Spire with Extender)

* \$49 Setup Charge (Currently Waived)

Customer acknowledges receipt of a Five Area Systems Wireless Router and agrees to pay all charges mentioned in this agreement. I understand and agree to abide by the terms and conditions stated in this agreement. This agreement is subject to change. An updated copy can be found at www.fivearea.com.

Customer
Signature: _____

Date of Contract: _____

Customer Contact Number: (_____) _____

Billing Telephone or Account Number: _____

Billing Name: _____

Physical Address of Router: _____

FSAN Number: _____

Router Product Number: _____

Personal SSID: _____ (last name, case sensitive)

Wi-Fi Password: _____ (minimum of 8 characters, case sensitive)

PLACE STICKER BELOW: