



Solutions for the Future
Nushagak Electric & Telephone Cooperative, Inc.
557 Kenny Wren Road • P.O. Box 350 • Dillingham, AK 99576
Ph: 907-842-5251 • Fx: 907-842-2799 • www.nushtel.com

INTERNET SERVICES AGREEMENT

This Internet Services Agreement is entered into as of the Effective Date: _____
by and between:

Service Provider: Nushagak Electric and Telephone Cooperative, INC (NETC)
AND Customer:

Name: _____

Physical Address: _____

Billing Address: _____

Contact Number: _____ Alternate Contact Number: _____

Email Address: _____

1. High Speed Internet Services Provided

Provider agrees to furnish Customer with internet service at the following location:

Service Address: _____

Service features and specifications:

- Package: _____
Unlimited Bandwidth
Equipment Provided: Model: _____ MAC Address: _____
Static IP address \$ 12.00 []

*Internet speeds are not guaranteed, speeds shown above are the maximum speeds on each package
All service requests can take up to 3-5 business days to be completed

2. Term

Twelve (12) Months agreement, beginning on the Effective Date: [] Initials of Customer: _____

Month to Month agreement, beginning on the Effective Date: [] Initials of Customer: _____

This institution is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at
http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter
containing all of the information
requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication,
1400 Independence Avenue, S.W.,
Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.



Solutions for the Future
 Nushagak Electric & Telephone Cooperative, Inc.
 557 Kenny Wren Road • P.O. Box 350 • Dillingham, AK 99576
 Ph: 907-842-5251 • Fx: 907-842-2799 • www.nushtel.com

3. Payment & Free Service Promotion

- The selected plan monthly service fee is \$ _____ (not including any taxes)
- As part of a promotional offer, Customer shall receive a **monthly discount** during the Term if signing **12 Month Agreement**.
- The discounts will be applied to accounts as follows:
 - i. \$10/month on **Sockeye**-100 MBPS/20 MBPS and **Caribou**-300 MBPS/300MBPS plans
 - ii. \$15/month on **Coho**-200 MBPS/20 MBPS and **Moose**-500 MBPS/500MBPS plans
 - iii. \$20/month on **Chinook**-300 MBPS/25 MBPS and **Bear**-1000 MBPS/1000MBPS plans
 - iv. Decline **12 Month Agreement** and pay full plan price
- Upon early termination, Customer shall pay the **Full Monthly Fee** for the remaining months of the Term.

All payments are due on or before the 20th day of each month. Initials of Customer: _____

4. Installation & Equipment

- Installation fees may apply if necessary. Installation fees: _____ Waived
- Deposit: \$100
- Modem/Residential Gateway Rental fee: \$10/mo.
- All equipment provided by Provider remains the property of Provider unless stated otherwise.
- Customer agrees to return all equipment in good condition upon termination of the Agreement or pay replacement costs.
- Modem/Residential Gateway owned by customer. Rental fee waived

Initials of Customer: _____

5. Customer Responsibilities

Customer agrees to:

- Use the Service in compliance with all laws and Provider policies.
- Not attempt to modify, tamper with, or damage equipment or the network.
- Provide Provider reasonable access to the premises for service or repairs.

NETC's ***Acceptable Use policy** Initials of Customer: _____

*NETC **Acceptable Use Policy** is provided at the beginning of agreement and can also be found at www.nushtel.com

This institution is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.



Solutions for the Future
Nushagak Electric & Telephone Cooperative, Inc.
557 Kenny Wren Road • P.O. Box 350 • Dillingham, AK 99576
Ph: 907-842-5251 • Fx: 907-842-2799 • www.nushtel.com

6. Service Interruptions

Provider will make reasonable efforts to maintain continuous service. Temporary interruptions may occur due to maintenance, network issues, or factors beyond Provider’s control. Provider is not liable for outages outside its reasonable control.

7. Early Termination

If Customer cancels the Agreement before the end of the 12-month Term, Customer shall pay the full monthly fee for the remaining months and must return all Provider equipment immediately.

8. Limitation of Liability

Provider shall not be liable for any indirect, incidental, or consequential damages arising from use of the Service. Provider’s total liability shall not exceed the amount paid by Customer in the previous three (3) months.

9. Governing Law

This Agreement shall be governed by and construed under the laws of the State of Alaska

10. Entire Agreement

This Agreement constitutes the entire understanding between the Parties and supersedes all prior written or verbal agreements.

Signatures:

Service Provider:

Customer:

Name: _____ Name: _____

Title: _____ Signature: _____

Signature: _____ Date: _____

Date: _____

This institution is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.