

Customer Agreement Policy

The following guidelines, policies and restrictions include all Lakeland Communications and Airstreamcomm.net companies and subsidiaries which include but not limited to the following: Lakeland Communications, Lakeland Telecom, Inc., Luck Telephone Company, Milltown Telephone Company, and Airstreamcomm.net.

ACCOUNT ACTIVATION

Individuals applying for DSL service must be at least 18 years of age and applying for service in his or her name. Unless the customer requests a specific activation date, all accounts will be activated per Lakeland's schedule. Billing for the account starts on the activation date. The initial activation charge does not include any wiring, jacks, labor, Ethernet cards or miscellaneous equipment. Any technical assistance at the customer premise after the initial activation is subject to regular Lakeland Communication's tarified charges.

SERVICE AVAILABILITY

Lakeland provides service 24/7, but the service is provided "as is". Lakeland services may be interrupted for several reasons, including but not limited to malfunctions, maintenance, and improvement or as required to protect network resources in the event of malfunctions or misuse. Advance notification of any such interruption of service may not be provided. In case of an unexpected outage, Lakeland will work to correct the problem as soon as possible. In no event, will Lakeland be responsible or liable for damages or loss of profits due to use or the inability to use Lakeland's services. I agree that any outage of the cable modem system will only be refunded if that outage is for a period of more than 24 consecutive hours. The refund would be calculated on a percentage of the monthly package fee for the number of days out of service. Certain Internet content may contain language or pictures which some individuals may find offensive, inflammatory or of an adult nature. Lakeland does not endorse such materials and disclaims any and all liability for their content.

ACCOUNT DISCONNECTS AND PAYMENT INFORMATION

Permanent Disconnects are performed when requested by the customer. Once a permanent disconnect is performed the account will not be reactivated. If the customer wants service at a later date, a new account will be established, and the set-up charge will apply. NOTE: Previous usernames may not be available. Payment of service is due the 15th of each month. The service is billed one month in advance. Non-payment of service will result in the disconnection of service.

POLICIES

Acceptable Use: You may use your account for communications, research, public relations, education, and entertainment. This statement describes certain uses, which are consistent with the purposes of the Internet. It is not intended to exhaustively list all such possible uses or abuses. We expect our subscribers to respect the culture and civility of communications and discourse on or through the Internet. We expect our subscribers to maintain respect for privacy, legal issues, and courtesy to other Internet users and network resources.

Ethical Guidelines

We expect you to:

- ◆ Obey all federal and state laws regarding your use of the Internet and information obtained or transmitted through the Internet.
- ◆ Respect the ownership of information including copyright and license agreements
- ◆ Be courteous in your use of the Internet and network resources

Legal Issues

You may NOT use your account:

- ◆ For any purpose which violates US federal or State Laws
- ◆ To interfere with or disrupt network users, services or equipment including distributing unsolicited advertising, propagating computer worms or viruses, and using the network to make unauthorized entry to other computational, information, or communications devices or resources. It is illegal to attempt to access the computer systems of individuals or organizations without authorization. Such attempts are subject to service termination and prosecution. Such behavior is not condoned by Lakeland. Individuals are encouraged to utilize hardware/software security measures as appropriate.
- ◆ To transmit threatening, obscene, or harassing materials
- ◆ It is prohibited to resell any of Lakeland bandwidth without exception. as a Gaming, Web or email server behind our connection.

Network Integrity of Efficiency

You may NOT use your account:

- ◆ In a manner that precludes or significantly hampers its use by others
- ◆ To send messages likely to result in the loss of recipients' work or systems
- ◆ To intentionally develop programs that harasses other users or infiltrates a computer or computing system and/or damage or alter the software components of a computer or computing system

AT THE SOLE DISCRETION OF LAKELAND, VIOLATIONS OF ANY OF THE ABOVE REGULATIONS/POLICIES MAY RESULT IN TERMINATION OF SERVICE.

I agree to hold Airstreamcomm.net, Lakeland Communications, Luck Telephone Company, Milltown Telephone Company, Lakeland Telecom, it's officers, agents and any of its members harmless from any liability arising from direct, special, indirect, or consequential damages including but not limited to any lost profits, loss of opportunity, or any other loss which may result from the use of, misuse of, or lack of availability of Lakeland Communications, Luck Telephone Company, Milltown Telephone Company, Lakeland Telecom, Airstreamcomm.net access or Lakeland Communications, Luck Telephone Company, Milltown Telephone Company, Lakeland Telecom facilities.

My signature constitutes my agreement. This agreement is subject to change at any time. Continued use after such notification will represent your acceptance of any changes.

Name

Date

On Behalf of *(Name of Company or Business if Applicable):*

7/08 lh



DSL Internet Agreement

Milltown Office: 825 Innovation Ave. Milltown WI 54858

Luck Office: 28 1st Ave W. Luck WI 54853

(715) 825-2171 OR (715) 472-2101

Name _____

Address _____ City _____

Billing Address (if different) _____ City _____

Local Phone Number _____ Contact Number _____

Current Lakeland Username _____ -OR- Requested Email _____@lakeland.ws
(3-16 Characters: alpha/numeric)

Additional Email Addresses (if needed) _____

Do you have a NIC/Ethernet card? Required for connection to our Modem Yes _____ No _____

Are you interested in wireless? Activation Fee \$19.99 - one time charge Yes _____ No _____

DSL Filters required-Please indicate number of devices plugged into phone jacks in home: Wall (\$7.50) _____ Table Top (\$5.00) _____

Security Systems and Dish Networks must also be filtered if plugged into a phone jack

Package Name	Max Download	Max Upload	Email Address	Web Space	Monthly Fee
DSL*	2Meg.	512K	10	5 Mb	\$49.99
DSL & PHONE*	3Meg.	512K	10	5 Mb	\$69.99
DSL & PHONE & CATV* Digital CATV Additional \$35.00	3Meg.	512K	10	5 Mb	\$100.99
DSL & PHONE & LCTV*	2Meg.	512K	10	5 Mb	\$124.99

Activation of DSL Service: \$49.99

Activation of Wireless Service: \$19.99

SPAM & Virus Protection – “Junk Mail Manager” is included with all Plans

“SecureIt” offered – Fully Automated Computer Protection Service - Please ask Service Representative

Additional Upload Speed* can be purchased at \$9.99 for 1 Meg (2max): Yes ___ Qty ___

***not available in all areas**

Static IP’s are available - \$9.99 per month per IP and \$50.00 Activation Fee

***Additional Activation Charges may apply with additional services**

Please indicate your choice of the following:

Modem Lease (Recommended): \$5.99 per month _____ *This Modem is Bridged & has Wireless Capabilities

If modem is leased and service is disconnected, the modem with original packaging and equipment must be returned within 30 days. If returned equipment is damaged or inoperable there will be a replacement fee of \$129.99 due immediately.

Modem Purchase: \$129.99 _____ *This Modem will require additional equipment for Wireless Capabilities and is not compatible with LCTV service. Modem is purchased outright. Please be advised that any consultation time will be billed the following:

Home Visit/Consultation – Any consultation time will be billed a \$50.00 service call plus \$60.00 per hour labor and materials. I understand these charges: Initial _____ Date _____

Also, if a service call is required after activation of working service, a service call charge along with labor and materials will be charged if the problem is determined to be the customers.

The package fee is billed one month in advance. Modem, activation, package fee and any labor may be due before service is installed. Speeds listed are not guaranteed. We highly recommend that the customer use a telephone/electric surge protector with their service. Lakeland will not warranty a modem struck by lightning; however the customer may pursue coverage with the manufacturer. Any work, wiring or maintenance done at the customer premise will be billed at: \$60.00 per hour labor, material and wiring charges, along with a \$50.00 service call charge.

I have read and understand all of the above:

Signed _____ Date _____