

Customer Agreement Policy

The following guidelines, policies and restrictions include all Lakeland Communications and Airstreamcomm.net companies and subsidiaries.

ACCOUNT ACTIVATION

Individuals applying for internet 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 cables or miscellaneous equipment. Any technical assistance at the customer premise after the initial activation is subject to regular Lakeland Communication's tariffed 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 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, 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, Airstreamcomm.net access or Lakeland Communications 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)



Broadband Internet Agreement

Lakeland Communications
P.O. Box 40, 825 Innovation Ave. Milltown, WI
T. (715) 825-2171
info@lakeland.ws

Applicant _____ Birth Date _____ SSN: _____ - _____ - _____

Co-Applicant _____ Birth Date _____ SSN: _____ - _____ - _____

Address _____ City _____

Billing Address _____ City _____

Contact Number _____ Account Password _____

Personal Email Address (Lakeland e-mail addresses available if needed) _____

Fiber Cable DSL

Package Name	Max Download	Max Upload	Monthly Fee
Broadband* 25 (DSL/Fiber/Cable)	25 Mbps.	10 Mbps.	\$59.99
Broadband* 50 (DSL/Fiber/Cable)	50 Mbps.	25 Mbps.	\$79.99 (INCLUDES SMART SUPPORT SERVICE)
Broadband* 100 (Fiber & Cable)	100 Mbps.	50 Mbps.	\$109.99 (INCLUDES SMART SUPPORT SERVICE)
Broadband* 500 (Fiber)	500 Mbps.	100 Mbps	\$199.99 (INCLUDES SMART SUPPORT SERVICE)
HIGHER SPEEDS AVAILABLE – PLEASE ASK SERVICE REPRESENTATIVE			

LAKELAND IS YOUR TOTAL IT CONSULTANT – FLEXIBLE SOLUTIONS FOR YOUR EVERY NEED:

“Password Genie” & “Online Backup” Available – Please ask Service Representative

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

SMART SUPPORT: YOUR BROADBAND EXPERIENCE SOLUTION!

INCLUDED IN PLANS ABOVE THE BASIC PACKAGE – ALA CARTE \$9.99 PER MONTH
CABLE & DSL INTERNET SMART SUPPORT REQUIRES A GIGAHUB: \$8.99 PER MONTH

Activation of Service: \$49.99 - Includes activation at PED and signal to NID

Cable Modem Purchase: \$90.00 _____ Leased Gigahub: \$8.99/month _____

DSL Modem/Router Combo Lease (Recommended): \$5.99 per month _____ *This modem is bridged & has wireless capabilities*

If a modem/router 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.

If a service call is required after activation of working service, a dispatch fee along with professional tech service & materials fee will be charged if the problem is determined to be the customers: Home visit/consultation billed at a \$50.00 dispatch fee plus \$90.00 per hour professional tech service & materials. I understand these charges: Initial _____ Date _____

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 surge protector on all electronic devices to protect against power surges and lightning. **Lakeland will not warranty a device (such as a modem, router etc.) that has been hit by lightning unless warranty is purchased per device.** You may otherwise be able to pursue coverage of the device with the manufacturer of the surge protection that you were using at the time the damage occurred. Any work, wiring or maintenance done at the customer premise will be billed at: \$90.00 per hour, material and wiring charges, along with a \$50.00 dispatch fee. Pricing may increase with programming fees.

I have read and I understand all of the above:

Signed _____ Date _____

Signed _____ Date _____

8.15.19

FIBER INTERNET CUSTOMERS:

PLEASE CHOOSE A WIRELESS PASSWORD:

(MINIMUM OF 8 CHARACTERS)