



Access/Service Agreement

Tel: 1-877-DSL-NET1 • Fax: 203-624-4087

DSL.net, Inc. will provide to:

Date: _____

Name _____ Title _____

Company Name _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

Email Address _____ AE/BA Name _____

NETgain Speed	1 Year Contract			2 Year Contract			3 Year Contract		
	Access	Equipment	Total/mo.	Access	Equipment	Total/mo.	Access	Equipment	Total/mo.
384/416K	\$259.00	\$40.00	\$299.00	\$233.10	\$40.00	\$273.10	\$227.92	\$40.00	\$267.92
768/784K	\$359.00	\$40.00	\$399.00	\$323.10	\$40.00	\$363.10	\$315.92	\$40.00	\$355.92
1.0/1.2MB	\$459.00	\$40.00	\$499.00	\$413.10	\$40.00	\$453.10	\$403.92	\$40.00	\$443.92
1.5MB	\$509.00	\$40.00	\$549.00	\$458.10	\$40.00	\$498.10	\$447.92	\$40.00	\$487.92

The following term of agreement applies: 1 Year Contract 2 Year Contract 3 Year Contract

The following services charges apply: All appropriate taxes apply.

INST1 One-time installation fee \$499.00 one time fee \$ _____

TOTAL ONE-TIME CHARGE \$ _____

The following monthly service: (please check all appropriate boxes) All appropriate taxes apply.

0384K/0416K 384/416K/sec. Symmetrical DSL \$ _____

0768K/0784K 768/784K/sec. Symmetrical DSL

1000K/1200K 1.0/1.2MB/sec. Symmetrical DSL

1500K 1.5MB/sec. Symmetrical DSL

EQPT1 DSL Equipment Fee (Required) \$ 40.00 per mo. \$ _____

TOTAL RECURRING MONTHLY FEE \$ _____

Service Agreement Term is for One, Two, or Three Years (as selected above). Term period includes thirty (30) day satisfaction guarantee period, beginning after service is installed. Service provided includes both connectivity and Internet access. The DSL.net, Inc. Acceptable Use Policy applies to this agreement. The DSL equipment installed at the customer premise is the property of DSL.net, Inc., and must be returned promptly upon termination of the service. After term end, Service Agreement will automatically be renewed for subsequent one year periods unless written notice is provided 30 days prior to term end. An early termination penalty of 50% of the monthly recurring rate times the number of months remaining under the term of the Service Agreement applies. Prices and terms are subject to change by DSL.net, Inc. DSL.net, Inc. reserves the right to change prices and terms.

Terms: Payment for first month and installation to be submitted with signed Service Agreement. Ten (10) day terms commence with first month of service. The terms hereof are valid for 30 days or on date noted here: _____.

Agrees:

Accepted:

Customer Name (signature) Date DSL.net, Inc., Authorized Agent (signature) Date

Customer Name (printed) DSL.net, Inc., Authorized Agent (printed)

Please sign and keep one copy for your records, and mail the other copy with your first monthly recurring service fee, plus the one-time installation fee in the amount of \$ _____ payable to DSL.net, Inc. In the event of a provisioning problem causing unavailability of service installation, your payment will be refunded.

Acceptable Use Policy

DSL.net, Inc's Acceptable Use Policy for DSL.net's Products and Services

DSL.net, Inc.'s Acceptable Use Policy (the "Policy") for DSL.net, Inc.'s (DSL.net) Products and Services is designed to help protect DSL.net, DSL.net's customers and the Internet community in general from irresponsible or, in some cases, illegal activities.

DSL.net customers shall not, nor shall they permit or assist others to abuse or fraudulently use DSL.net IP Products and Services, including but not limited to the following:

1. Sending unsolicited email that causes complaints from the recipients of such email; or,
2. Mailbombing (sending large quantities of unwanted or unsolicited email to individual email accounts); or,
3. Unauthorized attempts by a user to gain access to any account or computer resource not belonging to that user (e.g., "spoofing"); or,
4. Obtaining or attempting to obtain service by any means or device with intent to avoid payment; or,
5. Unauthorized access, alteration, destruction, or any attempt thereof, of any information of any DSL.net customers or end-users by any means or device; or,
6. Knowingly engage in any activities that will cause a denial-of-service (e.g., synchronized number sequence attacks) to any DSL.net customers or end-users; or,
7. Using DSL.net's Products and Services to interfere with the use of the DSL.net network by other customers or authorized users, or in violation of the law or in aid of any unlawful act.

Each DSL.net customer is responsible for the activities of its end-users and, by accepting service from DSL.net, is agreeing to ensure that its users abide by this Policy. Complaints about end-users of the DSL.net service will be forwarded to the DSL.net hostmaster for immediate action. If irresponsible or illegal activity continues, then the DSL.net customer's Products and Services may be subject to termination or other action as DSL.net deems appropriate without notice.

As stated in the terms and conditions for DSL.net Products and Services, DSL.net has the right to terminate the account of an offending customer or take other action as DSL.net deems appropriate without notice (e.g., address filtering).

DSL.net, Inc. reserves the right to modify this Policy at any time.

Report Policy violations to abuse@dsl.net



Customer Information Form

Tel: 1-877-DSL-NET1 • Fax: 203-624-4087

POP City _____ POP CLLI _____

Company Name: _____ Acct.#: _____

(Office Use Only)

Additional Install Information:

IP address requirements*: _____ (please indicate the number needed)

NOTE: This information is necessary for order to be placed. If this field is not completed, we will assign a block of 6 addresses.

Internal Network Connection Type: PC HUB 10 BaseT Ethernet Other _____

Please note that the DSL.net service requires a 10BaseT ethernet connection to your network. DSL.net equipment will not directly connect to a 100BaseTX-only hub or switch.

Where is your Telephone Company termination point/phone closet located? _____

Where do you want the DSL.net modem to be situated? _____

You will need to provide an unswitched 120 Volt AC outlet at the location where you want the DSL.net modem to be installed. This outlet should be able to accommodate an AC/DC transformer block.

Is inside wiring required from the Telephone Company termination point/phone closet to where you want the DSL modem to be located? Yes If Yes, what is the estimated distance? _____ No

Does Contractor need special Insurance Coverage to perform work on premises? Yes No

If yes, specify _____

End User Site Description (choose one):
Business High Rise Multi-Tenant Single Tenant
Business Campus/Office Park: Multi-Tenant Single Tenant
Business Single Building: Floor _____ Suite # _____

Building Management Contact Name _____

Telephone number: _____

Special handling or additional comments _____

General Business Hours: _____

Contact Information:

On-Site Contact: _____ Email Address: _____

On-Site Telephone: _____ Fax: _____

On-Site Alternate Telephone: _____

Primary Tech. Contact: _____ Customer LAN Vendor

Primary Tech. Telephone: _____ Fax: _____

Primary Tech. Pager: _____ Email Address: _____

Primary Tech. After Hrs. Telephone: _____

Secondary Tech. Contact: _____ Customer LAN Vendor

Secondary Tech. Telephone: _____

Billing Contact: (if different from Installation address) _____

Billing Contact Telephone: _____ Fax: _____

Billing Address 1: _____

City: _____ State: _____ Zip: _____

Tax Exempt: No Yes If yes, please return a copy of the tax exempt form.

(continued on back)

(continued from front)

Enhanced IP Services:

(DSL.net, Inc. must host your Domain in order to provide these services)

If you are ordering Enhanced Email, please provide the following information:

Administrator Contact Name: _____ Email Address: _____

Administrator Contact Tel: _____ Fax: _____

(Administrator contact name listed will be handling/managing your email account)

If you are ordering POP3 Email, please provide the following information:

POP3 Email addresses: _____ Number of mail boxes required

List Mailbox Addressses and Passwords:

If you need to list more addresses, please attach a separate sheet

Address	Password	Address	Password
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please list NEW Domain Name(s) that you would like DSL.net to register and host:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Please list Domain Name(s) that you currently have registered and would like DSL.net to host:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Comments: _____

FOR OFFICE USE ONLY

Marketing Segment _____ Marketing Source _____



Credit Card Authorization Form

Tel: 1-877-DSL-NET1 • Fax: 203-624-4087

Customer Name: _____
(Name as it appears on credit card)

Street Address _____

City _____ State _____ Zip _____

Telephone: _____ Fax: _____

Email Address _____

Credit Card Information:

Credit Card Type: MasterCard VISA American Express

Credit Card Number:

Expiration Date:

Signature: _____

Indicate Transaction:

One Time Charge

Monthly Credit Card Charge
To charge to your credit card monthly

Indicate Dollar Amount

\$.

\$.

DSL.net, Inc. Finance Department Use Only

Approved Declined Invalid Card Number

Management Authorization _____

Comments _____
