

**Customer Information: (Please print legibly)**

**\*\*\*DSL Service Will Not Be Installed Unless the Name below matches the name for the DSL Service Phone # and the signature on this contract \*\*\***

Name \_\_\_\_\_ Day Phone # (\_\_\_\_) \_\_\_\_\_ DSL Service Phone # (\_\_\_\_) \_\_\_\_\_

Physical Address \_\_\_\_\_

Mailing/Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Social Security Number \_\_\_\_\_

Service Location Tax Jurisdiction County \_\_\_\_\_ City \_\_\_\_\_ Other \_\_\_\_\_

**I already have an Eastex Net Internet Account?**  Yes  No

<b>COMPANY USE ONLY</b>	
<input type="checkbox"/> PPPoA	<input type="checkbox"/> PPPoE
CSR Initials: _____	

**If Yes**, provide current Eastex Net UserID: \_\_\_\_\_  
(The Eastex Net UserID is everything to the left of the @ in your Eastex Net E-mail Address)

**\*\*\*DSL Service Will Not Be Installed Unless a Valid UserID and Password is Provided.\*\*\***

**If No**, complete the following:

UserID: \_\_\_\_\_ (must be at least 4 characters, letters and/or numbers only)  
(The Eastex Net UserID will be everything to the left of the @ in your Eastex Net E-mail Address. Example: *userid@eastex.net*)  
**(Remember your UserID, it is how Eastex identifies you when you call for service or support)**

Password: \_\_\_\_\_ (must be at least 6 characters, letters and/or numbers only)  
(Cannot be the same as your UserID)

Contact Email Address (If different than your new Eastex Net e-mail address): \_\_\_\_\_

Do you want any additional email addresses (2<sup>nd</sup> - 5<sup>th</sup> Address is free, \$2.00 per month each address more than 5)?

Additional Email Addresses: \_\_\_\_\_@eastex.net, \_\_\_\_\_@eastex.net, \_\_\_\_\_@eastex.net

Passwords for Add. Email: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

<b>Current DSL Promotion:</b> Free DSL Modem (\$50.00 value) with fulfillment of this twelve month DSL contract (applies to NEW DSL accounts, and existing DIAL-UP accounts upgrading to DSL. <b>(Promotion does not apply when upgrading DSL Packages to higher levels).</b>
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**I understand that only NEW DSL customers and existing Eastex Net Dial-up customers who are upgrading to DSL are eligible for the free DSL Modem.**

**Yes Initial:** \_\_\_\_\_

**Please Select the DSL Package which you prefer and which you have been told by an Eastex representative that you qualify for:**

- \$ 19.95 +tax Play 256 kilobits per second Downstream 128 kilobits per second Upstream
- \$ 49.95 +tax Power 768 kilobits per second Downstream 256 kilobits per second Upstream
- \$ 69.95 +tax Prime 1.5 Megabits per second Downstream 512 kilobits per second Upstream
- \$ 89.95 +tax Platinum 3 Megabits per second Downstream 512 kilobits per second Upstream

**Do you want a Static IP Address (per Static IP Address price is \$35/mo & \$25 set up fee + tax)?**

Yes  No If yes, how many? \_\_\_\_\_

Static IP Address Assignment: \_\_\_\_\_

**What is your operating system?**

- Windows XP  Windows Vista  Windows 7
- Macintosh \*\*  UNIX \*\*  Linux \*\*  Solaris \*\* **(\*\*Tech support not provided by Eastex Net for these operating systems)**
- I will be connecting more than one computer to my DSL service.

Eastex Net provides an external 4-port Ethernet Modem/Router with 802.11g/b Wireless Capabilities.  
(The DSL Modem will be delivered by an Eastex Telephone serviceman during installation of the DSL Service.)

I already have an Eastex Net approved DSL Modem Brand: \_\_\_\_\_ Model #: \_\_\_\_\_

Eastex DSL installation personnel <b>are not responsible for configuration of your PC</b> for DSL service. If you need assistance configuring your PC for DSL, please contact technical support at (877) 327-8396 or (800) 379-2893 for after hours support.
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## Eastex Net DSL Service Contract (continued)

I understand and agree that the telephone line preparation fee of \$99+tax has been waived?  Yes **Initial:** \_\_\_\_\_

I understand and agree that this is a 12-month service agreement and if I terminate this agreement prior to the end of the 12-month service period that I will be charged a \$200 Termination Fee plus the cost of the DSL Modem?  Yes **Initial:** \_\_\_\_\_

I understand and agree that I may upgrade but may not downgrade my DSL service for the duration of this contract and there is a \$27 charge to upgrade the level of DSL service.  Yes **Initial:** \_\_\_\_\_

I understand and agree that DSL installation requires the DSL signal to be split at the Network Interface Device allowing only one telephone jack to be DSL Service capable. I also understand that any subsequent requests (after the initial installation is completed) to move the DSL Service to another jack at my location requires an Eastex Telephone Serviceman's visit and normal charges will apply.  Yes **Initial:** \_\_\_\_\_

**I do currently have Inside Wire Maintenance** and I understand that during the initial DSL Service installation at my location, Eastex will perform the installation services necessary to provide DSL Service at no additional costs incurred by me (the customer).  Yes **Initial:** \_\_\_\_\_

**I do not currently have Inside Wire Maintenance**, but **I agree** to the addition of Inside Wire Maintenance to my Eastex Telephone services at this time for a \$1.00 per month recurring charge. By agreeing to this, I understand that during the initial DSL Service installation at my location, Eastex will perform the installation services necessary to provide DSL Service at no additional costs incurred by me (the customer) - aside from the \$1.00 per month already mentioned.  Yes **Initial:** \_\_\_\_\_

**I do not currently have Inside Wire Maintenance**, and **I do not agree** to the addition of this to my Eastex Telephone services at this time. By not agreeing to a subscription for Inside Wire Maintenance, I understand that during the initial DSL Service installation at my location, Eastex will perform the installation services necessary to provide DSL Service at the additional cost of \$103.00.  Yes **Initial:** \_\_\_\_\_

### Payment Method:

Eastex Telephone Billing Telephone # \_\_\_\_\_

Credit Card

Visa  Master Card  American Express  Discover

Cardholder Name \_\_\_\_\_

Card # \_\_\_\_\_

Expiration Date (mm/yy) \_\_\_\_/\_\_\_\_

Authorized Cardholder Signature \_\_\_\_\_

Invoice (Amounts billed in advance and due 15 days from the bill date)

Received by Email email address: \_\_\_\_\_

Received by US Mail at the mailing address provided above.

**Note:** When choosing billing to your Eastex Telephone bill, please be aware that all internet charges will normally be billed in one line item, including all internet services and any equipment purchased or leased, plus any applicable taxes. Pro-rated amounts may be included, depending upon the start date of your DSL service. Details of these amounts may be viewed by visiting [www.eastex.net](http://www.eastex.net) and choosing the "Account Information" link and following the instructions, including entering your Eastex Net username and password. **Initial:** \_\_\_\_\_

### Terms and Conditions

I agree to the terms and conditions described in the online Eastex Net Terms Of Service/Acceptable Use Policy, which can be found at:

<http://www.eastex.net/ETNSubfolders/ETNPublic/Services/termsOfService.htm>. (written copy available upon request)

**IF I DO NOT CONTINUE AS A SUBSCRIBER TO EASTEX NET DSL SERVICE FOR THE 12 MONTH PERIOD, I AGREE THAT I WILL PAY EASTEX NET A TERMINATION FEE OF \$200.00, AND THE APPLICABLE FEES FOR THE COST OF THE DSL MODEM, IMMEDIATELY UPON TERMINATION OR CANCELLATION OF MY EASTEX NET DSL SERVICE.**

If I do not tender payment in cash for the full Termination and Telephone Line Preparation Fee at the time that my Eastex Net Internet Access account is terminated or canceled, and my subscription ends before the time designated above, I agree that Eastex Net is authorized to charge the Termination and DSL Modem charges, as well as any outstanding monthly fees to my credit card. In addition, Eastex Net reserves any other legal rights and remedies it may have to ensure performance under this agreement. I acknowledge and agree that Eastex Net may terminate my Eastex Net DSL Service if I violate the Eastex Net Subscription Agreement, in such event I will be required to pay the Termination and DSL Modem charges as described herein. I may designate my preferred credit card account above, but I understand and agree that Eastex Net may charge any of my credit card accounts, and I authorize the issuer of any card account to which Eastex Net charges the Termination and Telephone Line Preparation Fee to add that amount to my account balance. I agree that this agreement will be governed by the laws of the state of Texas and I consent to the exclusive jurisdiction and venue of courts of Rusk County, Texas in all disputes arising out of or relating to this agreement.

**By signing below, I warrant that I am 18 years old or older and that all information supplied by or about me is accurate. As more fully explained above, I agree to pay the Termination Fee and the Telephone Line Preparation Fee if I end my Eastex Net DSL Service subscription before the end of the period associated with my contract term.**

**I have read and agree to the Terms and Conditions set forth above and in the Eastex Net Terms Of Service/Acceptable Use Policy.**

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

(Person signing must be the same person whose name is listed in *Customer Information* above and also the same as on the account for *Eastex Telephone Billing Telephone #* above.)