

This contract governs the relationship between PVCo and subscribers to its internet subscription service.

I understand that either I or PVCo are free to discontinue doing business together at any time for any reason without penalty. Service will be billed until I request in writing that it be turned off at the end of any given billing cycle, or PVCo elects to terminate service. All equipment supplied by PVCo remains the property of PVCo, unless noted on the receipt. If I discontinue service I will cooperate in allowing PVCo to retrieve the equipment within 30 days, or pay \$250 for it. The first month of service constitutes a trial period, during which the subscriber may elect to terminate service and receive a refund of the install fee less \$45.

If I lose money or otherwise suffer because of a PVCo outage I agree that PVCo is not responsible to compensate me in any way.

Malfunctions in normal use including weather damage to PVCo equipment are repaired at no cost to me. Equipment lost, stolen, or abused are repaired at my cost.

I agree not to share the service with people outside the structure/s that are intended to be covered by the installation.

I understand there is an additional \$15 fee for paying after the 15th, and that service may be interrupted if payment has not been made by that time.

I understand any real world structure poses some risk for damage and I hold PVCo blameless in the event that property damage or injury associated with the installation should occur. PVCo standard practices are designed to balance cost against quality and safety. I understand I may approve/disapprove all work done during the installation and I may require changes or improvements if desired at additional cost.

I (circle one) [DO] | [DO NOT] want the antenna grounded. I understand PVCo is not an expert in the field of lightning safety, but PVCo's belief is that grounding provides some degree of protection against fire in the event the antenna were to be struck by lightning.

| | |
|-----------------------|------------------------------------|
| _____ Printed Name | _____ Signature |
| _____ Date | _____ Driver's License # or SSN |

General Guidelines

It is our desire that you be free to use your account to the fullest. However some usage patterns may create problems for the stability or usability of the service for all subscribers and those practices will have to be limited by PVCo. There are no hard and fast rules about this; we will let you do anything we can. For example you are free to run a light duty web server, or download large files when you need to. The main thing that will cause the network problems are continuous heavy loads especially in the evenings. This might be a result of a virus, music downloading, a busy commercial web server, or sharing your bandwidth with non-subscribers. We will attempt to solve such problems with bandwidth shaping so that people surfing the web always get first priority, but if we can't solve the problems that way, we will have to ask you to modify your use of the account, or pay additional monthly fees. We also won't allow spamming, illegal or unethical use of the service. You don't need to be paranoid about this! We anticipate that almost everyone will be able to do anything they want without causing a problem. We want your business and will do everything we can to resolve any conflicts in a way that satisfies you. We can't however, predict all possible problems in advance.

Common examples of equipment damage that we do not cover would be broken connectors or masts damaged by vehicles or animals striking the guy wires.