

INTREX INTERNET SERVICES

Residential DSL Service Order Form

Name: _____	Email: _____
Address: _____	City: _____
State: _____ Zip: _____	Phone: _____ Fax: _____
Install ADSL on the following BellSouth phone number: _____ <input type="checkbox"/> Pre-qualified	

SERVICES ORDERED

- 1.5M x 256K ADSL (1 dynamic IP address, best effort service) – \$39.99 per month
- 3M x 384K ADSL (1 dynamic IP address, best effort service) – \$49.99 per month
- Static IP Address – \$5 per month
- Self-Installation – \$0 or Professional Installation – \$169
- Home Networking – \$0
- Other: _____

Intrex imposes a Regulatory Cost Recovery Fee of \$2.97 per month, not reflected in the prices quoted above. \$169 charge for Professional Install does NOT include any special installation, construction, or wiring costs

<u>INSTALLATION</u>	<u>Bell South SETUP</u>	<u>Services SETUP</u>	<u>MONTHLY</u>
\$_____	\$50	\$0	\$_____

ADSL HARDWARE: _____

- Self-Provided Purchased at Intrex Store Want to purchase from Intrex.Net: Cost: \$_____

Number of Phones: _____ Alarm System: Yes No PBX: Yes No

CONTRACT TERM: 1 (YRS.) Salesperson: _____

Username: _____ Password: _____

Credit Card Information:

Name on Card: _____	Card type: _____
Card number: _____	Expiration date: ___ / ___
Card ID #: _____ (3 or 4 digit number on the back of your card after the card number)	

I hereby authorize Intrex.Net to order this service at the pricing specified per this Service Order Form. I further authorize Intrex.Net to bill my above credit card account for any fees owed Intrex.Net for the terms of this agreement. I understand that the installation, setup, hardware, and the first month service fee will be due on the day of service activation, I further understand that monthly charges are due on the first of the month for that month's service.

Signature of Acceptance: _____ Date _____

Please Print Name: _____

Term / Cancellation: Customer agrees to maintain the Service for a **one-year** period from the activation date (the "Initial Term"). After the Initial Term, the Service shall automatically renew on a month-to-month basis. Customer may terminate the Service at the end of the Initial Term or any renewal term by providing written notice to Intrex.Net not less than thirty (30) days prior to the expiration of the term. Termination notice must be sent to: Intrex.Net, Attn: Cancellation Dept, 3601 Bastion Lane, Suite B, Raleigh, NC 27604.

If Customer cancels the Service after Acceptance, but prior to the Service activation date, Customer will be charged a \$50 order cancellation fee. If Customer cancels the Service, or if the account is terminated due to non-payment, during the Initial Term, Customer will be charged 1) an Early Cancellation Fee of \$150 and 2) an additional termination charge in an amount equal to any promotional credit, discount, or fee waiver (if applicable) provided to Customer. In any case, Customer will not be entitled to a refund of any fees at any time. Speed changes at any time are subject to a \$50 charge.

Support and Maintenance: Intrex.Net shall use reasonable commercial efforts to provide technical support for the Service. Customer understands that Intrex.Net is not responsible for potential interference from sources beyond the Network Interface Device (NID), such as defective internal wiring, alarm systems, radios, rheostats, phones, or other devices. Customer also understands that Intrex.Net may, from time to time, need to interrupt its provision of Service for maintenance and other operational reasons, and that Customer shall not receive any compensation for such interruptions.

Intrex Internet Services is not responsible for supporting Customer's Home Networking setup such as the Customer's Local Area Network hardware and configuration, computers, printers, fax machines, and/or phone and network wiring.

Regulatory Cost Recovery Fee: Intrex imposes a Regulatory Cost Recovery Fee of \$2.97 per month, not reflected in the monthly service pricing. This fee is used to offset expenses incurred to comply with obligations imposed by regulatory agencies and includes the offsetting of the Federal Universal Service Fund payments made to the ILEC. This fee is not a tax or charge imposed by a government entity.

The Federal Universal Service Charge: All telecommunication service providers are required to contribute to the Federal Universal Service Fund. The universal service fund subsidizes programs for schools, libraries, and health care providers.

Terms and Conditions: Customer represents and warrants that: (i) it will use the Service solely to access the Internet (ii) it understands and acknowledges the following:

Customer will abide by the Intrex Internet Services Terms and Conditions for User Access posted on the web at the following address: <http://www.intrex.net/terms.asp>. The Terms and Conditions might change from time to time. Customer is responsible for regularly checking the aforementioned web address to review the Terms and Conditions.

Residential DSL service is not intended for commercial use. It is intended for periodic, active use of e-mail, user newsgroups, file transfers, Internet Chat, Internet games, and browsing the World Wide Web. Customer agrees not to provide any public information services over his/her connection to the Internet (such as running a web, e-mail or gaming server) and not to share and/or resell the connection with/to other persons or entities outside the service address. Intrex Internet Services reserves the right to block certain well-known ports used to provide ingress access to Internet servers and services. In the event that Intrex Internet Services determines that Customer is violating this non-commercial use policy, Customer may be requested to cease the activity resulting in the violation, or to upgrade to a Business DSL account, which allows such use, or the account may be terminated. Furthermore, Residential DSL service is to be used at residential addresses only. By ordering Residential DSL, Customer warrants that the service address is a residential address and not a business address. Only Business DSL service should be ordered at business addresses. In the event that Intrex Internet Services determines that Customer is violating this policy, Customer will be requested to upgrade to a Business DSL account and will be charged an amount equal to the difference in price between Residential and Business DSL for the entire period beginning on the install date, and an upgrade fee of \$50.

No Money Back Guarantee: Intrex does not offer a money back guarantee for Residential DSL Service.

Signature of Acceptance: _____ **Date** _____

LETTER OF AUTHORIZATION

To Whom It May Concern:

_____ hereby authorizes Intrex Internet Services, Inc. to order ADSL service on the following phone number: _____.

Signed: _____

Date: _____

Title: _____

Company: _____