

# INTREX INTERNET SERVICES

## DSL Service Order Form

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

### SERVICES ORDERED

- High-Speed DSL up to 512k/128k – one dynamic IP address, best effort service – \$39.99 per month
- High-Speed DSL up to 1.5M/384k – one dynamic IP address, best effort service – \$69.99 per month
- High-Speed DSL up to 640k/640k – one dynamic IP address, best effort service – \$149.99 per month
- High-Speed DSL up to 3M/512k – one dynamic IP address, best effort service – \$169.99 per month
- Static IP Address (One) – \$10.00 per month
  - Additional Block of 8 IP Addresses – \$10.00 per month      Count: \_\_\_\_\_
- Self-Installation – \$0    or     Professional Installation – \$149\*
- Other: \_\_\_\_\_

Intrex imposes a Regulatory Cost Recovery Fee of \$2.97 per month, not reflected in the prices quoted above.  
\*\$149 charge for Professional Install does NOT include any special installation, construction, or wiring costs

<u>INSTALLATION</u>	<u>Sprint SETUP</u>	<u>Services SETUP</u>	<u>MONTHLY</u>
\$_____	\$20	\$0	\$_____

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 \$100 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.

Intrex DSL service is intended for use with a single PC or single office LAN environment and may not be shared and/or resold with/to other persons or entities.

**No Money Back Guarantee:** Intrex does not offer a money back guarantee for Business 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: \_\_\_\_\_