

ANCHORAGE OFFICE
4300 B Street, Suite 501
Anchorage, Alaska 99503
1-800-478-6409
Fax: 907-563-3394
Enterprise@astac.net



UTQIAGVIK OFFICE
1078 Kioqak Street
Utqiagvik, Alaska 99723
907-852-7100
Fax: 907-852-0006

BUSINESS INTERNET¹⁰ CONTRACT

Business Name: _____

Tax ID #: _____

Authorized Person: _____

Title: _____

Contact Phone #(s): _____

Location of Service _____ / _____
(House or Bldg. # and Room #) (City)

Billing Address _____ / _____ / _____ / _____
(PO Box only for North Slope) (City) (State) (Zip Code)

Email Address(es) _____

CPNI VERIFICATION PASSWORDS

You will be required to use these password(s) for any account access or related services with ASTAC via phone, in-person or on the web.

Please provide a Security Question and Answer (use an example or make your own)

Examples: What is the name of your favorite pet?

What is the name of your favorite movie?

What is your favorite color?

What is your first best friend's name?

Passphrase

Any combination of letters and/or numbers

BUSINESS INTERNET10 LOGIN:

USER: _____
firstname.lastname (example: john.smith) 8 character minimum, 20 character maximum

PASSWORD: _____
Include a combination of letters (upper and lower case), numbers, special characters (please do not use ; or #).

Service Description and Rates.	
Bandwidth (Download/Upload)	MONTHLY RATE
Business Internet ¹⁰ : 10Mbps/3Mbps 1 Static IP included with the service	Monthly Access Fee: \$34.99 Usage Fees: \$2.00 Per GB up to 100GB \$1.00 Per GB over 100GB
<input type="checkbox"/> Month To Month: Installation Fee = \$300.00 <input type="checkbox"/> 1 Year Term Agreement: Installation Fee WAIVED	

*All plans require local phone service, additional monthly rate applies

Business Internet10 is an "up to" service and is only available in Point Hope, Nuiqsut, Wainwright, Utqiagvik

PLEASE READ ALL TERMS AND CONDITIONS – UPDATES ARE POSTED TO WWW.ASTAC.NET

- Services:** ASTAC Internet will provide Business Internet¹⁰ service at the customer's location. This service will be billed monthly on an ASTAC billing statement and local phone service is required.
- Term: 1 Year Agreement:** This contract is for 12 months, beginning on the date of service establishment or equipment upgrade. By adhering to this twelve-month contract customer receives a waiver of the \$300.00 installation fee. This waiver is nullified in the event of service cancellation within the first 12 month period. Customer pays the full monthly rate for any portion of a month in which the service is received. There is no proration of monthly billing. After the first 12 month period, this contract becomes a Month-to-Month agreement.
- Payment:** Monthly payment for this service is due and payable according to the terms and conditions associated with ASTAC's monthly billing Statement. Failure to make any payment due or to perform any obligation under this agreement constitutes default of the agreement and all unpaid amounts shall become immediately due and payable to ASTAC.

4. **ASTAC-Owned in Location Equipment:** This service is delivered in the Business, either, via a Fiber Terminal and battery backup module, or via a copper loop and copper terminal. For the entire duration of the services, ASTAC maintains ownership of both pieces of equipment. ASTAC will replace faulty terminals and battery backup modules without any additional fees provided the failure occurred during normal operation of the devices. Normal operation means: Devices are free of dust, foreign objects, and physical damage, and are provided 1 inch of ventilation space on all sides except for the side upon which the device is designed to stand.
5. **Liability:** During the term of this agreement, the customer shall bear all risk for the equipment, including loss, theft, damage, or destruction of the equipment, and all liability for the use, possession, operation, storage and condition of the equipment.
6. **Termination Fee:** If, during the 1-year period, service is disconnected for any reason including non-payment (for suspension, see below); customer will be billed \$300.00 for the waived activation fee. Similarly, within the first year, if any new equipment becomes damaged "outside normal operations" per section 4, you will be charged \$300.00 for the replacement equipment. Outside of the first year, if equipment is damaged "outside normal operation", a new term contract is required to replace the equipment.
At no time will the damage and installation fees, combined, exceed \$300.00 per service. Non-payments that result in service suspension will incur a \$50 reactivation fee. An additional \$99.00 fee will be charged for reprogramming the equipment or for moving the service from the initial location of service under this contract.
7. **Assignment:** The customer may not assign, transfer, or dispose of, in any manner, any of its rights or obligations under this Agreement.
8. **Resale:** Undersigned agrees that ASTAC Internet service is strictly for personal use and is not to be resold.
9. **Billing:** ASTAC's offering of the Business Internet¹⁰ plan includes a \$34.99 per/month access fee. The service is billed on a per- GB used basis and will fluctuate based on consumed usage during a billing cycle. ASTAC will provide reports of usage to the provided email address listed on the Business Internet¹⁰ agreement upon sign up and it is the customer's responsibility to check email and ensure their usage consumption is aligned with their billing needs.
10. **Acceptable Use Policy (AUP):** This agreement is subject to, and incorporates by reference, ASTAC's Acceptable Use Policy, Business Internet Terms and Conditions and Internet Terms and Conditions, as they may be amended from time to time
11. **STATEMENT OF NONDISCRIMINATION:** Arctic Slope Telephone Association Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service (RUS), an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.
The person responsible for the coordinating of the organization's nondiscrimination compliance efforts is the General Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.
12. **Signature:** Arctic Slope Telephone Association, Inc. Cooperative, (ASTAC), dba ASTAC Internet and the customer(s), whose name and address appear in the signature block of this document, enter into this Agreement. Government issued photo identification (Driver license, State ID, BIA card or Passport) is required to establish service with ASTAC. A photo copy will be taken and kept on file. The parties agree that ASTAC Internet will provide services to the customer under the terms and conditions published and maintained at www.astac.net and for the fees and charges set forth in this Agreement.

By signing this Agreement, customer(s) authorize ASTAC to perform credit checks to obtain information. Customer further acknowledges responsibility for reading and understanding the terms (at www.astac.net) and agrees to be bound thereby.

Authorized Signer (Please print)

Date

Authorized Signer (Signature)

BUSINESS INTERNET¹⁰
CUSTOMER RESPONSIBILITY CHECKLIST

BY INITIALING EACH LINE ITEM, YOU CERTIFY THAT YOU HAVE READ AND UNDERSTAND THAT EACH ITEM MAY IMPACT YOUR MONTHLY BILL

_____ Your future invoices will vary based on your usage consumption. The more you use, the higher Your monthly billing.

_____ Streaming will result in higher usage charges. We recommend streaming in SD to reduce usage consumption versus streaming in HD, verifying no other users on the system, Xbox and other gaming systems are not set to automatically update

_____ You understand that downloading or uploading any item that requires an Internet connection, will result in usage charges

_____ ASTAC has provided you with usage examples; you understand these are estimates and are not to be used as exact figures in which to base your Internet usage.

_____ You are responsible for the balance in full upon receipt of your billing statement regardless of the amount of usage consumed.

_____ Devices such as Apple TV, ROKU, Amazon Fire Sticks, or devices that require a data connection may utilize usage when not being used if they are connected to your network.

_____ You are aware if your computer or devices obtain a virus, that your usage could increase, and it is your responsibility to disconnect that device from your network to avoid higher rates of consumption.

_____ You are aware you are responsible for maintaining a password for your network to avoid unauthorized usage. Any unauthorized usage invoiced is the responsibility of the account holder.

Printed Name

Customer Signature

Date