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Phone: 218-784-5151

20 West Mill Street, Pelican Rapids
Phone: 218-863-6451

Toll-Free: 1-800-242-6111
E-mail: loretel@loretel.net

TriplePlay Basic/Basic Plus Agreement

Last Name:		First Name:		Phone #:	
Physical Address:			Email Address:		
City:		State:	Zip:	Has there ever been service at this location? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Published		<input type="checkbox"/> Non-Published	<input type="checkbox"/> Non-Listed	Directory Listing:	

TriplePlay Bundles

<input type="checkbox"/> Modify <input type="checkbox"/> New Local Telephone <input type="checkbox"/> Basic/Plus: <ul style="list-style-type: none"> • Unlimited Local Calling <input type="checkbox"/> (initial here) ___ *EAS, FCC, LNP, USF, state/federal tax, MN TAP, 911 and TAM charges apply. Calling Features: <input type="checkbox"/> Voice Mail <input type="checkbox"/> InTouch <input type="checkbox"/> Call Waiting ID <input type="checkbox"/> Caller ID: Name & Number <input type="checkbox"/> Call Forward - All Calls <input type="checkbox"/> Distinctive Ring <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> Inside Wire Maintenance Loretel Long Distance: <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, you must list the name of your long distance carrier _____) <input type="checkbox"/> Check box if you wish to stop any other carrier from switching your long distance. <input type="checkbox"/> Check box if you do not want to have any long distance service. Notes: _____ _____ _____	<input type="checkbox"/> Modify <input type="checkbox"/> New <input type="checkbox"/> Cable <input type="checkbox"/> IPTV Digital Television <input type="checkbox"/> Basic: <ul style="list-style-type: none"> • Preferred Basic/Entertainment Two/Two Star <input type="checkbox"/> Plus: <ul style="list-style-type: none"> • Digital Choice Entertainment/Entertainment Three/Three Star • DMX Music • Two Digital Boxes Premium Movie Channels: <input type="checkbox"/> HBO/Cinemax <input type="checkbox"/> Showtime/TMC <input type="checkbox"/> Starz/Encore <input type="checkbox"/> HBO <input type="checkbox"/> Cinemax <input type="checkbox"/> Encore Receivers: ___ Add'l Digital Set-Top Box/\$4.95 ___ First HD/DVR Receiver/\$16.95 ___ Each Add'l HD/DVR Receiver/\$11.95 ___ Each DVR Receiver/\$11.95 ___ Each HD Receiver/\$9.95 Notes: _____ _____ <small>Premium Movie Channels and HD/DVR service is not available everywhere. All services are based on Loretel Systems, Inc. service area. See Loretel Systems, Inc. to verify services available for your home.</small>	<input type="checkbox"/> Modify <input type="checkbox"/> New High Speed Internet <input type="checkbox"/> Basic: <input type="checkbox"/> Plus: <ul style="list-style-type: none"> • Up to 2Mb • Up to 5Mb High Speed Internet - Glyndon <input type="checkbox"/> Basic: <input type="checkbox"/> Plus: <ul style="list-style-type: none"> • Up to 5Mb • Up to 7Mb Internet Features: <input type="checkbox"/> Internet Security (SecureIT Plus)/\$5.95 per PC <small>\$19.95 supported remote install fee applies</small> <input type="checkbox"/> E-mail Filtering/\$1 first mailbox, \$.50 add'l Existing Loretel customers, the User Name is the part of the e-mail address before the @ sign: _____ New Loretel customers should choose two User Names. Second choice will be used, if first is not available. User Name should be all lower case, 3-8 characters and alphanumeric. 1. _____ 2. _____ Password can be upper/lower case, minimum of 7 char. (letters or numbers) and can include these symbols ~ ` ! \$ ^ () - _ = { [] } ; ' " < > . ? : _____ Notes: _____ _____
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TriplePlay Bundles: Basic Plus \$ _____

Additional Features \$ _____

Other: \$ _____

Installation: \$250 FREE w/12-month commitment \$ _____

Customer Agreement

This application becomes a month-to-month contract when accepted in writing by Loretel Systems, Inc. I certify that the information stated in this application is true and correct to the best of my knowledge. I agree to keep my selected TriplePlay bundle for twelve months at the address stated on this service application, if I receive free standard installation of the service. Standard installation for TriplePlay Basic includes one working telephone jack, one Internet jack and one digital television jack. Standard installation for TriplePlay Basic Plus includes one working telephone jack, one Internet jack and two digital set-top boxes. Existing jacks will be used when available. Additional charges may apply based on inside wiring needs and/or requests. I understand that if I do not continue subscribing to my selected TriplePlay bundle for twelve months, at this location, I will be billed the early cancellation fee. Offer and price are subject to change without notice. I also agree and accept the terms and conditions of the Loretel Systems, Inc. Internet Acceptable Use Policy, printed on the reverse side.

Customer Signature _____ Date _____ Loretel Systems, Inc. Representative _____ Date _____

Acceptable Use Policy

The Arrowhead Communications Corp., Eagle Valley Telephone Company, Felton Telephone Company and Loretel Systems, Inc., Internet Acceptable Use Policy (the "Policy") for users of Internet (dial-up, high speed or wireless) Products and Services is designed to help protect Arrowhead Communications Corp., Eagle Valley Telephone Company, Felton Telephone Company and Loretel Systems, Inc., its customers and the Internet community in general from irresponsible or, in some cases, illegal activities. We hope and expect that common sense and good judgment will guide all of our customers' Internet activities. These guidelines point out generally accepted practices on a range of topics and the general approach of Internet management to these areas.

Customers shall not, nor shall they permit or assist others, to abuse or fraudulently use Arrowhead Communications Corp., Eagle Valley Telephone Company, Felton Telephone Company and Loretel Systems, Inc., Internet Products and Services, including but not limited to the following behaviors:

1. Sending unsolicited bulk e-mail that:
 - a. causes complaints from the recipients of such unsolicited e-mail, or
 - b. results in "blacklisting" of address space, or
 - c. exceeds spam detection thresholds
2. Attempting to send Electronic Mail or USENET News articles using some one else's name and address.\
3. Attempting to gain access to any account or computer resource not belonging to you. Arrowhead Communications Corp., Eagle Valley Telephone Company, Felton Telephone Company and Loretel Systems, Inc., will cooperate fully with investigations of violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations. Users who violate systems or network security may incur criminal or civil liability and termination of service.
4. Storing any information, data or material on Arrowhead Communications Corp., Eagle Valley Telephone Company, Felton Telephone Company and Loretel Systems, Inc. servers in violation of United States or state regulation or law, or by the common law. This includes, but is not limited to, material protected by copyright, trademark, trade secret, or any other statute. We reserve the right to remove such illegal material from its servers without notice and will follow the DMCA (Digital Millennium Copyright Act) enforcement procedures listed in the next section.
5. Sending or receiving copyrighted material without permission of the copy right holder is illegal. We will respond to complaints received from copy right holders or their authorized agents who follow DMCA notification guidelines as follows:
 - a. First offense – attempt to notify the customer and provide a copy of the complaint, and assist in removing the infringing material or securing the customer's wireless network.
 - b. Subsequent offenses – we will take additional measures as it deems appropriate to comply with DMCA guidelines, up to and including termination of repeat offenders' Internet service.
6. Obtaining or attempting to obtain service by any means or device with intent to avoid payment. Using someone else's Internet account to dial-in or connect using high speed Internet is theft and may be prosecuted.
7. Transferring any Arrowhead Communications Corp., Eagle Valley Telephone Company, Felton Telephone Company and Loretel Systems, Inc. Internet service to another individual or business without signed authorization from us is illegal and subject to termination and prosecution.
8. Sharing or reselling your our high speed Internet service with individuals outside of your residence or with other businesses located in the same building. Customers operating wireless networks are expected to secure their wireless access so it is accessible only to members of their household or employees of their business. Customers found to be willfully sharing their service in this manner may be billed an additional charge, up to \$1000.
9. Sending threatening or harassing e-mail (for example, making terroristic threats, or threatening physical injury or damage to persons or property) may result in immediate termination or suspension of your service. We are not responsible for the content or tone of any e-mail or other transmissions of the users of its products and services or other parties using the Internet. We will not mediate or otherwise become involved in any disagreement

or dispute between Internet users or users of our products or services. However, we will cooperate with appropriate law enforcement agencies involved in investigating complaints or instances that may be reported to such authorities by subscribers or other users.

Each Internet customer is responsible for his or her activities and by accepting service from us, is agreeing to abide by this Policy. Complaints about customers will be forwarded to our management for action. In the event this Policy is determined to have been violated, the customer's Products and Services may be subject to termination, or other action, as we deem appropriate, without notice.

We reserve the right to modify this Policy at any time. Please report Policy violations to abuse@arvig.net

Cautions

The telephone number we have given you for dial-up service should be a local number. If it appears to be a long distance number, please call us to receive the correct number. If you decide to call a long distance number you are responsible for all toll charges incurred.

You are responsible for all usage associated with your account so please keep your password private and be sure that you choose a password that is not easy to guess. It is a good idea to change your password periodically.

Limitations

Our Help Desk supports Windows 2000/XP or newer and MAC OSX or newer, 1Gz processor and 128Mb RAM. Speeds may vary based on our facility and service area and are not warranted, guaranteed and may not be attainable in all locations and areas or at all times. Speeds indicate maximum, asymmetrical speed. Some restrictions apply. We may occasionally rearrange its networks resulting in a change to the IP address assigned to a customer. When this occurs, we will provide advance notice to the affected customers and will attempt to coordinate the change with the customer in order to minimize any disruption to the customer's network. We do not assume responsibility for any resulting changes made by customers to their network.

We reserve the right to disconnect dial-up subscribers whose connections are idle for a long period of time. The disconnected subscriber may attempt to reconnect immediately. This procedure is intended to allow other subscribers who could not establish a modem connection an opportunity to do so.

We strongly suggest that the customer purchase a router and/or current Anti-Virus protection software to provide security for your computer connection. We are not responsible for the loss of data, passwords, financial information or the like.

Allotted disk space for personal World Wide Web page files is subject to a 50 MB limitation. Additional hosting space is available for a monthly charge.

Customers should check their email often and set their mail reader to delete email from the server once it is downloaded. We will also delete email from the server if the mailbox has not been checked in 180 days. Incoming email messages are not currently limited in size, but you should not normally need to store multi-megabyte email files on the email server. Outgoing email message size is currently limited to 20 MB and the maximum number of recipients is 100. Such large files may be difficult or impossible to retrieve using a dial-up connection.

We provide Internet access "as is" and disclaims any and all oral or written representations, warranties or guaranties, express or implied and SELLER SPECIFICALLY DISCLAIMS ANY AND ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. In no event shall Arrowhead Communications Corp., Eagle Valley Telephone Company, Felton Telephone Company and Loretel Systems, Inc., its officers, directors, affiliates and agents be held liable for any claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, attorney's fees) loss or corruption of data, misuse, or loss of profit, whether special, incidental, consequential, intangible, direct or other damages or claims, by or on behalf of, a customer or any third party arising in, out of or related to use of any Arrowhead Communications Corp., Eagle Valley Telephone Company, Felton Telephone Company or Loretel Systems, Inc. service.

If you have questions please contact us at abuse@arvig.com