



CENTRAL ARKANSAS TELEPHONE COOPERATIVE, INC.  
EXPANSION AREA CONTRACT FOR BROADBAND SERVICE

ALL BROADBAND LEVELS INCLUDE UNLIMITED DATA USAGE

The undersigned, hereinafter called the "Customer", hereby agrees to maintain the service as described at the end of this document from Central Arkansas Telephone Cooperative, Inc. hereinafter called "CATC", and upon the terms and conditions described below:

- 1) TERM AND RENEWAL: This agreement shall be effective for a period of one (1) year commencing on the date of this contract.
- 2) SERVICE FEES: Customer agrees to pay all charges and fees associated with the use of the services offered by CATC. These charges may include, without limitation, monthly services, charges for the use of CATC's equipment, installation charges, charges for service calls, and other charges, if applicable.
- 3) TAXES: Customer is responsible for, and shall pay, any applicable federal, state, municipal, local or other governmental sales, use, excise, value-added, personal property, public utility or other taxes, fees or charges now in force or enacted in the future, that arise from or as a result of your subscription or use or payment for the service. Such amounts are in addition to payment for the service.
- 4) EQUIPMENT: It is essential for the Customer to protect all equipment issued as well as their computer from any electrical surge including lightning and low voltage damage. CATC is in no way responsible for any damage to equipment at the Customer's premises whether or not owned by CATC. Customer agrees to return all equipment supplied by CATC for the services included in this Contract in good condition and in working order upon termination of this Contract. If Customer does not return any or all equipment in said condition, Customer agrees to pay CATC the appropriate equipment costs. A list of those equipment costs is included at the end of this Contract. CUSTOMER INITIALS \_\_\_\_\_
- 5) INSTALLATION CHARGES: Installation charges of \$185.00 shall be treated in the following manner. Customer is required to pay an upfront payment of \$75.00, the additional \$110.00 will be waived by CATC if the Customer maintains their account in good standing for a minimum of the initial one (1) year period of this Contract. All customer equipment and CATC equipment MUST be working and in place at time of installation. CUSTOMER INITIALS \_\_\_\_\_
- 6) SERVICE DELIVERY: Services included in this Contract include "best effort" services. The actual broadband internet access speed services experienced by Customer may vary and depends on several factors including Customer location, destination on the Internet, traffic on the Internet, etc. No minimum level of speed or service is guaranteed.
- 7) TERMINATION CHARGES AND PENALTIES: If Customer fails to pay all charges each month or if service is terminated for any reason prior to the term of this Contract, the balance of the installation charge of \$110.00 will become due and payable immediately. CUSTOMER INITIALS \_\_\_\_\_
- 8) MOVE TO NEW LOCATON: Customer who moves to a new location may sign up for a new Contract at the new location, where available. Your existing Contract cannot be carried over to a new location. CUSTOMER INITIALS \_\_\_\_\_
- 9) COMMUNICATIONS: Customer agrees to provide their current email address where possible and to receive correspondence via email from CATC regarding the Customer's service and / or other CATC services available. Customer also agrees to receive information from time-to-time on promotions and special offers related to broadband programming.
- 10) PRICING AND RECONNECT FEES: Customer understands prices charged for services may change without notice. CATC reserves the right to terminate this Contract at any time without notice. CATC will charge a \$40.00 reconnection fee to all customers who have had their service disconnected for non-pay. CUSTOMER INITIALS \_\_\_\_\_

THIS CONTRACT IS NON-TRANSFERABLE

EXECUTED this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Customer Name: \_\_\_\_\_ Account Number \_\_\_\_\_

Address, City, State, Zip \_\_\_\_\_

Customer Signature \_\_\_\_\_ Email Address \_\_\_\_\_

Service Ordered: Residential\_\_\_ Business\_\_\_ Speed Ordered: \_\_\_\_\_

\*\*CATC reserves the right to waive any customer obligation \*\*

BROADBAND SERVICE LEVELS INCLUDE UNLIMITED DATA USAGE

RESIDENTIAL SERVICE AVAILABLE

200 X 200 FIBER BROADBAND = \$65.00  
300 X 300 FIBER BROADBAND = \$85.00  
1 GIG FIBER BROADBAND = \$115.00

BUSINESS SERVICE AVAILABLE

200 X 200 FIBER BROADBAND = \$95.00  
300 X 300 FIBER BROADBAND = \$125.00  
1 GIG BROADBAND = \$145.00

CATC has wireless routers available for sale. These routers have a factory warranty. CATC is not responsible for any wireless routers they sale past the date of the factory warranty period.

CATC WIRELESS ROUTER DISCLAIMER

CATC will maintain its current broadband network up to the Fiber to the Home broadband jack location inside the Customers location. Customer understand they have the sole responsibility of their broadband wireless network, should the decide to install one. CATC will not maintain or support the customer's wireless network.

I HAVE READ AND UNDERSTAND THE SERVICE LEVEL SECTION AND THE EQUIPMENT COST TO BE INSTALLED AT THE CUSTOMER'S LOCATION

CUSTOMER INITIALS: \_\_\_\_\_