



Service Agreement

Premium Package Includes:

- 2,500k Avg Speed
 - 10 E-mail Accounts
 - Full IPsec/VPN Support
 - Servers Allowed
 - 5GB Monthly Bandwidth
 - Free Domain Hosting
 - 24/7 Monitoring
 - \$200 Standard Install Fee
- \$119 / mo.

HyperBroadband™ Package Includes:

- All features in Premium, plus
 - Up to 8mb up / 8mb down
 - 50 E-mail Accounts
 - 20GB Monthly Bandwidth
 - Managed Firewall Option
 - Low Latency!
 - Best VPN/VoIP Performance
 - \$200 Standard Install Fee
- \$189 / mo.

Corporate Package

- HyperBroadband, plus
 - 50GB Monthly Bandwidth
- \$289 / mo.

FailSafe Package

- HyperBroadband, plus
 - 100GB Monthly Bandwidth
 - Redundant Equipment
 - \$600 Standard Install Fee
- \$389 / mo.

Customer Name: _____

Payment of the Standard Installation Fee of \$_____, plus one full month, is due with execution of this contract. The prorated portion of the customer's first month will be charged as the second month of service. The Standard Installation Fee includes installation of outside equipment/antenna and CAT5 cabling through an exterior wall to the customer network in a normal single story building. Basin Broadband, Inc. assumes responsibility for providing service to the customer router or switch only. If additional equipment or installation labor is required, Customer will be advised and approval will be obtained prior to completion of installation, and the additional cost will be invoiced. Invoices are generated around the 15th of month for the upcoming month. Payment will be due on the first of the month for each following month. If payment is not received by the 10th of the month, a late fee of \$25 will be assessed to your account. If payment is not received by the last day of the month, service will be interrupted until your account is brought current.

All use of Basin Broadband, Inc.'s Network and the service must comply with the then-current version of Basin Broadband's Acceptable Use Policy ("AUP") which is made a part of the Agreement and is available at the following URL: www.basinbroadband.com/aup.htm. Basin Broadband, Inc. reserves the right to amend the Policy from time to time, effective upon posting of the revised Policy at the URL or other notice to the Customer. Basin Broadband, Inc. reserves the right to suspend service or terminate this Agreement effective upon notice for a violation of the Policy. Customer agrees to indemnify and hold harmless Basin Broadband, Inc. for any losses, damages, costs, or expenses resulting from any third party claim or allegation ("Claim") arising out of or relating to use of the service, including any Claim which, if true, would constitute a violation of the Policy.

No billing is made before installation is completed and connection is verified. The Customer retains the right to cancel service at any time. We keep customers by providing superior service, not by forcing long-term contracts!

AGREED AND ACCEPTED BY CUSTOMER:

Signature: _____ Date: _____

Printed Name: _____ Title: _____

Company Name: _____ Phone: _____

Billing Address: _____ Fax: _____

Address Line2: _____ City: _____ State: _____ Zip: _____

Service Location (if different) _____ Phone: _____



394 NE 1250
Andrews, TX 79714
(432) 570-0585
FAX (432) 570-5056

E-mail Addresses

Unless the customer has a domain, then email addresses will be *username@basinbroadband.com*. You can add/change at any time by calling or emailing *support@basinbroadband.com*

Username and Password are CASE SENSITIVE

Username: _____ Password: _____

Username: _____ Password: _____

Username: _____ Password: _____

Username: _____ Password: _____

Username: _____ Password: _____

Username: _____ Password: _____

Username: _____ Password: _____

Username: _____ Password: _____

Username: _____ Password: _____

BANK DRAFT AUTHORIZATION (OPTION)

I authorize Basin Broadband, Inc., to withdraw funds from my bank account monthly for Internet service.

Bank Name: _____ Account Name: _____

Routing # _____ Account # _____

Authorized Signature: _____ Amount to be charged (plus tax) \$ _____

A Blank, Voided Check Must Be Attached If Using This Option!