



P.O. Box 1119  
Clarksville, GA 30523

## DSL Lite Contract

### Contact Information

Account Name: (Last Name, First Name) \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code \_\_\_\_\_

Telephone (Line DSL service will be placed): \_\_\_\_\_

Email Address (if different than HEMC Broadband address): \_\_\_\_\_

### Email Information

Email #1(will be your account login)

Username: \_\_\_\_\_

Password: \_\_\_\_\_ (min. 3 characters)

Email #2

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

Email #3

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

Email #4

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

Email #5

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

### Contract Information

Customer, by applying for HEMC Broadband Internet Services, hereby agrees to a 12 month term contract beginning as of the date of service origination specified on the customer's first statement for HEMC Broadband DSL Services. Customer is requesting HEMC Broadband ADSL at the following data rate: Up to 512 Kbps downstream, 128 Kbps upstream at a monthly rate of, **\$24.95** with a one time installation charge of **\$0** and a Setup fee of **\$12.99**. In exchange for the contractual commitment by customer, HEMC Broadband and Customer agree to the following terms and conditions:

**Installation:** HEMC Broadband will be responsible for installation of ADSL service up to CPE (Customer Premise Equipment). HEMC Broadband does not provide support service for Customer's LAN. Customer understands some LAN configuration may be required to support ADSL service. Such configuration shall be the sole responsibility of Customer; Customer also understands they are responsible for wiring from CPE to Customer's LAN. **Note:** In the case of installation procedures that exceed regular standard service, the customer will be charged a pre-agreed hourly rate. Extraneous installation charges may include, but are not limited to, inside wiring, LAN and WAN configurations, etc.

**Equipment:** HEMC Broadband will offer to sell Customer the necessary CPE equipment to provide ADSL Services. Should customer modify CPE to the extent service is interrupted and, at the request of customer, it becomes necessary for HEMC Broadband to restore service because of Customer's modification of CPE, Customer will incur an hourly rate of \$60 per hour for service restoration. After CPE is installed, it becomes the property of the Customer and is solely supported by the equipment manufacturer and subject to their terms and limitations. Should the Customer terminate this Agreement for any reason, prior to term listed above, customer will pay HEMC Broadband \$100 for equipment and a terminating liability amounting to 50% of the remaining charges for the term of the Agreement. Any unpaid balance including cancellation charges will be transferred to customer's HEMC Bill (if applicable) and when payments are received on account all payments will be applied to this service first. Should HEMC Broadband retain an attorney to enforce any breach of this Agreement, reasonable costs and attorney fees will apply. At the expiration of the term of this Agreement, the agreement shall automatically renew in 12 monthly increments at the customer's existing monthly recurring rate unless HEMC Broadband or Customer provides written notice of non-renewal 30 prior to such expiration. Please check out our billing policies on our website at [hemc.net](http://hemc.net) Information » Forms and Contracts

Signature: \_\_\_\_\_

Date: \_\_\_\_\_