

Wireless Broadband Agreement

This agreement is between North Valley Internet, LLC. (NVI) and the customer located at - _____ (Physical Address).

The customer gives NVI their permission to install and maintain their equipment on the above premises. The customer further gives permission to NVI to remove their equipment should the customer fail to live up to this agreement.

The equipment installed at the customers' location belongs to the PUD of Okanogan County. The customer may not remove or relocate the equipment without prior approval from NVI. If the equipment installed by NVI should be removed or is found to be damaged intentionally by the customer, the customer is responsible to cover the cost of repair or replacement of the equipment. The current cost of this equipment is \$400.

Customer agrees to pay their Internet bill by the due date shown on the invoice. The invoice becomes overdue 1 day after the due date shown on the invoice. NVI will make an attempt to contact the customer via email and/or phone call should the invoice become overdue. NVI reserves the right to deny Internet service to the customer if the invoice is overdue. NVI also may charge the customer a reconnection charge of \$20 if the service is denied for non-payment of the invoice. NVI also reserves the right to remove their equipment from the customers' location should their invoice become overdue.

Invoices are emailed to you 15 days prior to the due date. Upon request, you may have a paper invoice mailed to you via USPS for a fee of \$1.00 per invoice, this fee will show up as a separate line item on your paper invoice. You can cancel the paper invoice at any time by calling our office and providing us with your current email address. Payment by check or money order can be mailed to NVI POB 1524, Oroville, WA 98844, on line at <http://www.nvinet.com/payonline> or by calling our office at 1-866-923-4543.

Customer is responsible to use their Internet connection in a law abiding manner. The previous statement refers to but is not limited to the unauthorized "downloading" of copyrighted materials. If NVI is made aware of this type of abuse by the customer their Internet services may be denied or terminated without notice.

Customer agrees to provide "Malware and Anti-virus" software on their Internet device(s). If the customers' device(s) is harming the network, Internet services may be denied or terminated without notice until the problem is rectified.

NVI provides technical support for their broadband products and services between the hours of 8:30am to 5pm Monday through Friday excluding holidays. There is NO technical support outside of these hours. Support is limited to NVI's products and services.

If your broadband service does not work, you should perform the following before calling NVI at 1-866-923-4543. Turn the power off to all of your equipment including the power to your wireless radio and your computer and then turn it back on.

Name

Signature

Date

Phone #

Email address