



403 3rd Ave, PO Box 397, Hugo, CO 80821 ● 888-999-3778 ● customerservice@esrta.com

Internet Service Agreement

If customer uses Eastern Slope's modem/router or wi-fi extender(s), customer understands and agrees to pay the then current rate for the leased equipment. Customer understands that these prices are subject to change at any time during the term commitment you have agreed to. Customer understands if they use their own modem/router or other equipment, technical support will be limited and may be subject to a support fee. You may use the Leased Equipment provided under this plan only while you remain an active customer in good standing and in compliance with this Agreement. You must return **all** such Leased Equipment, including power cords, in good operating condition, normal wear and tear expected, within 30 days following discontinuing your Eastern Slope internet service. You are responsible for, and shall bear all costs and expenses of, returning the Leased Equipment. You also have the option of contacting Eastern Slope's business office at (888) 999-3778 to request that Eastern Slope perform an in-home service call to remove the Leased Equipment. This service may be subject to Eastern Slope's current in-home service call rate, which is subject to change at any time. If customer does not return leased equipment, customer will be billed at the then current rate for non-returned equipment.

Customer agrees to retain internet service for a minimum of 12 months. This term begins on the day the internet modem/router is delivered. If the internet service is discontinued for any reason prior to the end of the 12 months, Eastern Slope will bill \$15 plus applicable fees for each month remaining on the agreement. Discontinuances of internet service includes, but are not limited to; customer requested disconnects, non-payment disconnects, and moves to different locations. If service is disconnected, it may be subject to a \$30 reconnect fee.

Customer understands that Eastern Slope is not responsible for CPE (customer provided equipment) or customer networks, to include customer's wireless network. Customer agrees that if it is found that a technical matter is in the customer's device, network and/or inside wiring, that it is the responsibility of the customer to resolve this issue at his/her cost. Customer also understands that Eastern Slope will make every effort to provide the speed of internet service requested, however under certain circumstances it may not be possible to obtain the speed requested. Customer also understands that there is no guarantee the service will be uninterrupted or error-free.

Customer agrees to pay the then current price for the internet package he/she subscribes to. Customer understands that these prices are subject to change at any time during the term commitment you have agreed to. Not all packages are available in all areas. All speeds may vary and are not guaranteed. Customer understands Eastern Slope will establish a bill day each month for each internet account. All bills are due upon receipt or 15 days after the bill day, whichever is later. In the event the payment of the bill is not received in the business office 20 days after the bill was issued, it will be considered late and a late payment charge of \$2.00 will be added to the outstanding amount. If the bill is not paid 45 days after the bill was issued, the service will be subject to disconnect for non-payment. All checks returned for non sufficient funds, account closed, or any other reason, a charge of \$17 will be added to your account.

30-Day Satisfaction Guarantee: Applies only to new Eastern Slope Internet customers. To be eligible, customers must cancel service no later than the 30th day after the modem was delivered and return all leased equipment under the terms described above.

Current non-returned modem/router fee - \$150

Current non-returned mesh unit - \$100