



HOME DSL



10/23/08

Customer Service Residential DSL Service Request Form

Phone: 228-5474 • Fax: 247-1888 • Email: sales@kpunet.net 2930 Tongass Ave. Ketchikan, Alaska 99901 • www.kpunet.net

Billing Name _____ Service Request Date _____

Phone Number _____ Mailing Address _____
(Number Service will be added to)

Daytime Phone Number _____ (Can Be Reached Number)

Office Use Only
Cust. # _____
Service Order # _____
Customer Service Rep. _____

Install and Modem Information

Operating System				System Requirements	
Microsoft Windows		Apple Macintosh		-Windows 98/NT/2000/ME/XP -32Mbytes of RAM or more -250mhz Pentium or 300 mhz AMD processor -Network Interface Card (NIC)	
<input type="radio"/> Win 98	<input type="radio"/> Win2000	<input type="radio"/> Sys9	<input type="radio"/> Sys10		
<input type="radio"/> WinME	<input type="radio"/> WinXP	Mac Must have a Ethernet port (NIC)			
<input type="radio"/> WinVista					

Level of Service

<input type="radio"/> 1Mbs/512k \$49.95 Account Includes ♦ 5GB Trans monthly ♦ 4 email Accounts ♦ 10MB Server Space ♦ 10MB Email Storage	<input type="radio"/> 2Mbs/512k \$59.95 Account Includes ♦ 10GB Trans monthly ♦ 8 email Accounts ♦ 20MB Server Space ♦ 10MB Email Storage	<input type="radio"/> 3Mbs/768k \$99.95 Account Includes ♦ 20GB Trans monthly ♦ 8 email Accounts ♦ 20MB Server Space ♦ 10MB Email Storage	<input type="radio"/> 4Mbs/1Mbs \$149.95 Account Includes ♦ 25GB Trans monthly ♦ 8 email Accounts ♦ 50MB Server Space ♦ 20MB Email Storage ♦ Free Static IP Address	Combine your voice, Video and Data Services Ask about Faster DSL Speeds and 15% Discount available as a KPU Triple Play Customer!
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All of the above DSL Service levels include: the ability to network up to 8 computers, a Free Dial-up Account, Free Spam Blocking and Free Technical Support.

Additional Add-On Features (The following are monthly charges.)

<input type="radio"/> Additional Email Address	\$1.00	<input type="radio"/> ResStatic IP	\$10.00
<input type="radio"/> Additional 1MB Server Storage	\$3.00	<input type="radio"/> Each 5 Additional LAN Stations above 8	\$35.00
<input type="radio"/> Additional 2GB Email Storage	\$3.00	<input type="radio"/> DSL Vacation Rate (no less then 30 days no more than 9 Months)	\$10.00
<input type="radio"/> Additional each 1GB over Max Transfer	\$5.00		

Email Information

Requested Email Addresses _____@kpunet.net _____@kpunet.net _____@kpunet.net _____@kpunet.net	Password (6 to 10 characters) _____ _____ _____	Email address must be all lowercase letters or numbers (max 16). Email address can not start with a number. *Password must be between 6-10 characters and is case sensitive. Passwords can contain numbers but cannot contain spaces or special characters.
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Should you have any problems with your DSL Service our Help Desk Technicians can be reached by calling 611.

KPU INSTALLATION UNDERSTANDING – I understand and verify that my computer meets the system requirements and is equipped with the appropriate operating system to qualify for KPU Installation. I verify that I do not have any special equipment on my line (i.e. TDD, KGH Lifeline, alarms) that may not function with DSL Service. I verify that the telephone number I have provided is the correct telephone number for which I would like to have DSL Service Installed. I understand that charges are involved in moving the service to a different telephone line/number. I understand that KPU Installation includes set up of only one computer. KPU does not provide support for home networks. I verify that my computer is within 6' of the telephone jack for the telephone number that I have requested DSL Service on. KPU Full Installation includes one site visit from an installer. I understand that I will be charged \$17.75 for missed installation appointments or the inability to perform installation due to not meeting the stipulations listed above. KPU highly recommends that you use some from of computer virus protection software with any Internet connection.

SELF INSTALLATION UNDERSTANDING – I understand that either due to system requirements, my operating system or by choice I will perform a Self-Installation of kpunet.net DSL service on my computer. I accept that Self Installation is performed at my own risk with no support provided by KPU. KPU highly recommends that you use some from of computer virus protection software with any Internet connection

MINIMUM SERVICE AGREEMENT – A three month minimum service agreement is required with all DSL Services. If service is discontinued before the service minimum or changed to a lower level of service you will be billed for the remaining months up to the minimum, as well as, any discounts from promotions you may have received.

DSL TRANSMISSION SPEEDS - All DSL service levels are consider up-to the advertised speeds. For more information regarding DSL transmission speeds consult the User Subscriber Agreement

FREE MODEM USE – I understand that my DSL Service comes with a free modem to use while I remain a DSL customer. I agree to return the modem and all power and network connection cables within 30 days after my service is terminated. I understand that I will be billed for missing items if not returned. Billing not to exceed \$62.50.

EXCESSIVE TRANSFER - I understand that my amount of monthly transfer is limited depending on what level of service I have requested. I understand that there is a \$5.00 per GB excessive use charge. I am aware that I will be sent an email message to my main email account on a weekly basis warning me of the potential for excessive transfer charges. I am also aware that there are free download times when usage is not tracked from 12:01am-6:00am Monday through Friday & 1:01am-7:00am Weekends.

All kpunet.net Internet users agree to abide by the Internal Subscriber User Agreement.

The Agreement can be found at http://www.city.ketchikan.ak.us/public_utilities/kpunet/sub.html

Signature _____

Date _____