



### DSL MODEM SERVICE OPTIONS

Upon activation and installation of your DSL service you will be provided a DSL modem. This modem conforms to the specifications and configuration requirements of the Industry Communications broadband network infrastructure. Industry Communications has made available 2 options in which a customer can receive a configured DSL Modem from Industry Communications should your modem need to be replaced.

#### Option #1: Pay Upon Replacement

Under the Pay Upon Replacement option, should the modem become defective or fails to perform, I agree to pay for the purchase price of the modem and all configuration, installation, labor and transport costs associated with replacing the modem. Due to concerns with provisioning and compatibility issues, DSL modems may only be purchased through Industry Communications. Replacement modems can be purchased at the rates listed below.

- \* Standard DSL Modem                      \$134.95      (Modem \$69.95 / Config & Install \$65.00 / plus tax)
- \* 4-Port DSL Modem                        \$164.95      (Modem \$99.95 / Config & Install \$65.00 / plus tax)
- \* Wireless DSL Modem                      \$169.95      (Modem \$104.95 / Config & Install \$65.00 / plus tax)

#### Option #2: Modem Maintenance Plan

Under the Modem Maintenance Program option, Industry Communications. will repair or replace a non-working modem free of charge. Also, all associated labor and configuration charges associated with replacing the modem will be waived, unless it is determined that the trouble is attributable directly to customer mishandling or abuse of the modem. Customers can elect the Modem Maintenance program at the monthly rates listed below:

- Standard DSL Modem                      \$3.00 per month
- 4-Port DSL Modem                        \$5.00 per month
- Wireless DSL Modem                      \$5.00 per month

**I would like to select the following option regarding my DSL Modem:**

Option #1: Pay Upon Replacement

Option #2: Modem Maintenance Plan

Name: \_\_\_\_\_ (please print)

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

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