

# SERVICE AGREEMENT FOR INTERNET ACCOUNT

McClint-Ark Internet, Inc. dba ARTELCO™ Internet  
P O Box 69, 128 Church Street Clinton, Arkansas 72031  
Telephone: 501-745-2114 Fax: 501-745-5551 E-Mail: [artelco@artelco.com](mailto:artelco@artelco.com)

Name: \_\_\_\_\_ Telephone # to bill: \_\_\_\_\_

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

## DSL SPEEDS:

\_\_\_\_\_ Tier 1 – Up to 3 Mbps - \$37.95/mo      \_\_\_\_\_ Tier 2 - Up to 6 Mbps - \$59.95/mo  
\_\_\_\_\_ Tier 3 – Up to 10 Mbps - \$79.95/mo      \_\_\_\_\_ Tier 4 - Up to 15 Mbps - \$89.95/mo  
\_\_\_\_\_ Tier 5 – Up to 100 Mbps - (Contact our Professional Staff for Tier 5 pricing and availability)  
\_\_\_\_\_ Month-to-Month Service Agreement      \_\_\_\_\_ 2-year term Service Agreement

Existing DSL customers are eligible for these rates provided there is less than six months remaining on your current contract and you sign a new 2-year Service Agreement.

DSL SERVICE IS SUBJECT TO AVAILABILITY.

SPEED CLAIMS REPRESENT MAXIMUM SPEED CAPABILITIES WHICH MAY VARY AND ARE NOT GUARANTEED.

**Modem & Installation Fee** - The modem and installation fee is waived if you sign a 2-year Service Agreement. For month-to-month customers, the modem and installation fee is \$100.00. Modems are subject to a 30-day warranty from the date of installation. For any replacement modems, you will be charged \$45.00.

DSL Service Agreement: This is a Service Agreement by and between McClint-Ark Internet, Inc. (“we” or “us”) and the account holder (“you”). In accordance with this Service Agreement, you agree to accept DSL services from us for a period of time as designated above. Upon expiration, this Service Agreement will continue month- to- month at the then-current pricing until it is cancelled by either party. If you terminate the 2-year Service Agreement before the expiration of the term, you will be charged an early termination fee equal to \$20 times the number of months remaining on the term of the Service Agreement. The attached TERMS AND CONDITIONS are incorporated herein by reference and contain general provisions regarding the obligations of the parties under this Service Agreement. By signing below, you agree to be bound by this Service Agreement, including the TERMS AND CONDITIONS.

I hereby certify that I have made application for the Internet account shown above, and that I will comply with the McClint-Ark Internet, Inc. Service Agreement, Terms and Conditions and Acceptable Use Policies. I understand that McClint-Ark Internet, Inc. must be notified IN WRITING (via e-mail, regular mail or fax) thirty (30) days prior to termination of my Internet account.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**User Name:** \_\_\_\_\_ (Your e-mail address will be username@artelco.com.)  
(5 to 16 Characters, a-z, A-Z, 0-9, -\_)

**Default Password:** \_\_\_\_\_  
(5-32 Characters, a-z, A-Z, 0-9 \_#;@%^?+,\*-) (Password must be different from User Name.)

**(Your Default Password should be reset after your initial login.)**

Primary Domain Name Server (DNS): 100.42.144.5

Incoming (POP3) Mail Server: pop3.artelco.com

Secondary DNS: 100.42.144.9

Outgoing (SMTP) Mail Server: mail.artelco.com

IP address is DYNAMIC (DHCP-Server Assigned)

STATIC IP Address available for additional \$10/mo

### Software and Hardware Requirements:

Software Requirements: Windows 98 or higher, MAC OSX or higher

Hardware Requirements: For DSL service, a working network adapter must be installed and operational on the system. A surge protector for the telephone line is **highly recommended**. You will need a separate router to be wireless. McClint-Ark Internet, Inc. is not responsible for the installation or replacement cost of such equipment.

