



INSTALLATION AGREEMENT AND SERVICE COMMITMENT

General. This Agreement between Customer and Jamadots shall consist of the specific terms set forth herein as well as all Jamadots policies, Federal and State Law for acceptable Internet usage. More information can be found at www.jamadots.com.

Technical/Customer Support. Customers may reach technical support 24/7 by calling the help desk number toll free at 1-866-514-4742. Customers may reach billing/customer service support M-F, 8AM-4:30PM by calling your local office.

HTC/Munising Office: 108 W Superior St Munising, MI 49862 (P) 906-387-9911 (F) 906-387-9920	HTC/Brimley Office: 9984 W State Street PO BOX 309 Brimley, MI 49715 (P) 906-248-3211 (F) 906-248-3425	Midway Telephone Company: 11697 Hwy M-28 Watton, MI 49970 (P) 906-355-2300 (F) 906-355-2255	Ontonagon Cty Telephone Company: 618 River Street Ontonagon, MI 49953 (P) 906-884-9911 (F) 906-884-6450
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Installation. As the customer you acknowledge that problems beyond the control of jamadots (including without limitation, facility problems, incorrect or incomplete Customer information supplied by Customer or Customer availability) may delay installation date. Installation does not include the cost to correct wiring problems and/or replace customer premise equipment at the customer's location.

Additional Fees. If the customer requests more than one computer to be connected to the Internet, additional charges may be billed. Activation of service may be subject to credit approval and/or security deposit. Charges will apply if the problem is due to Customer owned equipment.

Warranty. A modem is included with the purchase of any Jamadots internet package and will have a warranty for repairs and/or replacement, not to include damage as a result of customer negligence or tampering.

Billing. Customer acknowledges that billing will start on the date service is installed or the activation date of your service by Jamadots. Jamadots will provide you with one monthly invoice for Internet access and any additional services/repairs, you are obligated to pay for Internet access as of the date of installation and throughout the term of this Agreement.

Availability. We will use our "best efforts" to provide you with quality service without interruption.

Repair Charges. In the event of a problem with your service, please contact our 24-hour help desk at 1-866-514-4742. If a technician is dispatched to resolve your technical difficulty, certain repair charges may apply. Charges will apply if the problem is due to Customer owned equipment.

Cancellation. Jamadots will continue billing you for service until service is terminated, by either you (customer) or the company (Jamadots).