



## Customer Agreement

\_\_\_\_\_ **Internet Equipment Acceptance Form** (PLEASE PUT A 4 AND YOUR INITIALS IN THE SPACE PROVIDED)

The undersigned Customer of Sterling Communications (Sterling) agrees and understands that certain equipment as set forth below (Sterling Equipment) is necessary for the receipt of the Internet services subscribed to by Customer. The customer must provide a valid major credit card at the time of activation. The name and address associated with the credit card must match the name and address on the Sterling Communications Application and account. Sterling will provide one Internet modem as a part of the subscription rate charged to the Customer. All Equipment installed at the Customer's residence is and shall remain the property of Sterling.

Customer agrees to take proper care of Sterling Equipment, and will not tamper with or damage such equipment. Sterling agrees to maintain Sterling Equipment at no charge to Customer unless such damage to Sterling Equipment is the result of misuse or negligence by Customer. Customer understands they will be responsible for reasonable repair charges, as determined by Sterling, should damage occur.

Customer agrees that upon termination of Internet services for any reason, all Sterling Equipment must be returned to Sterling offices within Five (5) business days during normal business hours. An authorized Sterling representative may come to the customer's location at any reasonable time to retrieve Sterling's equipment. All equipment will be returned to Sterling in proper undamaged condition, with reasonable wear and tear accepted. Sterling accepts the return of Sterling Equipment subject to further inspection for damage or tampering.

Customer agrees to pay as full liquidated damages the sum of \$100.00 for each modem lost, stolen, or fully destroyed. All such damages will have added all applicable State sales taxes. Customer further agrees that the above charges will also apply to Sterling Equipment not returned to Sterling upon termination of services. Customer acknowledges and agrees that Sterling has the right to enforce the return of Sterling Equipment unlawfully retained by any appropriate legal action. In the event that it is necessary for Sterling to commence such legal proceedings for the recovery of Sterling Equipment, or the value thereof, or both, it is agreed that any judgement shall include reasonable attorney's fees and all court costs.

\_\_\_\_\_ **Internet Installation**

### Internet Installation

Deposit	\$100.00 or Credit Card on file
Installation	\$35.00
1 <sup>st</sup> month Service in advance	\$34.99 *
Sales Tax	\$3.71
Total	\$73.70

(\* This example is for Internet Bronze with modem rental only. 1<sup>st</sup> month service due in advance will be based on services actually taken.)

### **BANK DRAFT AND MONTHLY CREDIT CARD PAYMENTS ARE AVAILABLE.**

Call 655-5795 for more information

The customer, upon execution of this application for Sterling Internet, acknowledges that they have agreed to the Terms and Conditions of the Customer Agreement. In the event customer does not submit timely payment, the customer will be reported to credit agencies as determined appropriate by Sterling Communications. Customer authorizes Sterling Communications to investigate the financial responsibilities and creditworthiness, including, without limitation, acquiring credit reports and histories.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Name (Please Print)

\_\_\_\_\_  
Driver's License Number & State

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Customer Address

\_\_\_\_\_  
City, State and Zip

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Name as it appears on Credit Card

\_\_\_\_\_  
Credit Card Type