



Last Name _____

City of Cascade Locks Internet Service Application and Agreement

Account Number: _____

Name: _____

Name must be the same as holder of main utility account and the City's policy that utility bills will not be split remains in effect.

Billing Address: _____

Service/Street Address: _____

Phone Number(s): _____

Date of Request: _____; Date Connection Scheduled: _____
(based on availability)

☐ I want to purchase a modem from the City (\$80.00); Receipt # _____

☐ I want to use my own modem (must be DOCSIS 1.0 compliant); Brand/Model _____

MAC # _____

Mail box ID's can be any combination of lower case letters or numbers. No capital letters, special characters or spaces can be used.

Mailbox ID's 1) _____; 2) _____; 3) _____;

Initial Password: _____; Password must be at least four (4) lower case letters or numbers.

Note: Customer should change password the first time they access their account.

Applicant understands that service will not be provided at the above service/street address until the applicant has entered into an Internet Service Agreement and agrees to comply with the Acceptable Use Policy with the internet provider (The City of Cascade Locks, Oregon). A copy of the Service Agreement, and the Acceptable Use Policy are available on the Internet page of the City's web site under "Services" (www.cascade-locks.or.us), our partner ZCorum's customer service web site (www.24hoursupport.com) under "Policies", or at the City Hall Administration offices. The applicant also agrees to pay monthly fees set forth on the reverse side as a condition of receiving internet service.

- A. I agree to pay interest to the City at the rate of twelve percent (12%) per annum on all amounts delinquent for a period in excess of (10) days.
- B. I agree that, if litigation is filed to collect amounts owed by me to the City, The prevailing party shall be entitled to recover costs and reasonable attorney's fees.
- C. This agreement shall be governed by the laws of the State of Oregon and venue for all litigation shall be the Circuit Court of the State of Oregon of the County for the County of Hood River.
- D. **I have signed on page 7 of the Acceptable Use Policy and Internet Service Agreement** to indicate that I have read these documents, and acknowledge and agree to abide by all terms, provisions and requirements of these agreements and policies by this reference as though fully set forth herein.

Print Name

Signature

Date

The minimum system requirements for a broad band connection are:**Windows 95/NT 98/Me/2000/XP:**

- 166 MHz Pentium Processor
- 32 MB RAM (Windows 98/Me); 64 MB RAM (Windows 2000)
- 110 MB of hard disc space free before installation
- Available Ethernet or USB port
- CD-ROM drive

Macintosh:

- 75 MHz PowerPC
- Mac OS 8.6-9.2.1 and OS X
- 80MB of hard disk space before installation
- Available Ethernet or USB port
- CD-ROM drive

Customers must subscribe to CATV service to be eligible to receive cable modem service from the City. Discontinuation of CATV service will result in discontinuation of cable modem service.

Connection to Broadband Cable Modem Service.

The installation fees for customers with existing CATV drops are as follows:

Residential customers with existing CATV and existing Computer drop(s)	=	\$ 25.00
Residential customers with existing CATV connections - first drop	=	\$ 50.00
Computer drops after the first will cost time + materials + 25%		
New customers connecting CATV and Broadband at the same time as power, will receive a discounted connect rate for both services	=	\$ 50.00
Web Hosting Set Up Fee (option can be added to Basic service)	=	\$ 50.00
Static IP Set Up Fee (option can be added to Broadband connections)	=	\$ 25.00

Installation fees for customers without existing CATV drops, but who are located within 100 feet of a CATV distribution line:

Residential new connection - first drop = \$ 100.00

Computer drops after the first will cost time + materials + 25%

Installation fees for customers who are located more than 100 feet from a CATV distribution line:

Materials + Labor + 25% for line extension from distribution line to destination; **PLUS**

Residential customers requiring a new connection - first drop = \$100.00

Computer drops after the first will cost time + materials + 25%

Installation fees for Commercial or Public Agency customers will be negotiated on a case-by-case basis, based on location and distance from distribution line, and other aspects that affect time and costs.

ALL CONNECTION FEES MUST BE PAID IN FULL BEFORE SERVICE IS CONNECTED.

<u>Broadband Cable Modem/CATV Package Fees</u>	<u>Charges per Month</u>	<u>With HBO</u>
Basic Internet/Basic CATV	\$ 57.99	66.74
Premium - CATV not connected to property	75.00	N/A
Premium w/Basic CATV	97.50	106.25
Basic Internet/ Special CATV Rates (motels, etc.)	39.74 + existing TV charges	
Premium / Special CATV Rates (motels, etc.)	75.00 + existing TV charges	

Fees for any large business, resale or commercial use of the Broadband system, such as motel/hotel rooms or 'business center' uses, will be negotiated with the City Administrator, and ratified by the City Council.

Add-On Services**Charges per Month**

Additional Mailboxes (each additional mailbox added to Basic service)	\$ 5.00
Higher Speed (512 up / 1 meg down) added to Basic or Premium Services	10.00
<i>(Higher Speed fees added to services for large business, resale or commercial uses will be negotiated by the City Administrator).</i>	
Web Hosting	15.00
Registering a New Domain	5.00
DNS – translates domain names into IP addresses	5.00

The City retains the right to change any of these rates as approved by the City Council at any time.