



**Service Agreement for DSL Internet Services  
24/7 Technical Support 1-866-883-6958**

Billing Number (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Contact # (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Billing Name \_\_\_\_\_ Your Name \_\_\_\_\_

Address \_\_\_\_\_ City/State \_\_\_\_\_ ZIP \_\_\_\_\_

>>>>>>>>>> Mothers Maiden Name (for Security) \_\_\_\_\_

Residential Offerings (please check)	
<input type="checkbox"/> DSL 256K	\$35.00
<input type="checkbox"/> DSL 512K	\$45.00
<input type="checkbox"/> DSL 1.5 Mbps	\$58.00
<input type="checkbox"/> DSL 4 Mbps	\$68.00
<input type="checkbox"/> DSL 10 Mbps	\$75.31

Business Offerings (please check)	
<input type="checkbox"/> DSL 256K	\$35.00
<input type="checkbox"/> DSL 512K	\$45.00
<input type="checkbox"/> DSL 1.5 Mbps	\$100.00
<input type="checkbox"/> DSL 4 Mbps	\$120.00
<input type="checkbox"/> DSL 10 Mbps	\$130.00

<input type="checkbox"/> Wireless modem \$5.00 per month	
<input type="checkbox"/> Static IP address \$25.00 per month	Wireless Password is 8-63 characters ( mixture of letters and numbers or all letters)

>>>>>>>> 4 Mbps and above are not available in all areas. Please check with Business Office for availability.

>>>>>>>> There is a standard Installation Charge of \$35.00.

Requested Email addresses (up to 3) included in the rate	Email password instructions
Email Address _____ @startelco.net password _____	<p>***The password cannot match the email address ***</p> <p>The password must be between 6 and 16 characters and must begin with an alphanumeric number.</p> <p>The Password must have at least one alphabetical character and at least one numeral or special character ( . , - , \$ , @ , % , _ ).</p> <p>The Password must contain at least 3 different characters and may not include common sequences (i.e. 123, abc).</p>
Email Address _____ @startelco.net password _____	
Email Address _____ @startelco.net password _____	
>>>>> Additional email addresses can be provided at \$3.00 each	

**I AGREE TO USE THIS SERVICE WITHIN THE GUIDELINES SET FORTH IN THE TERMS OF THIS SERVICE AGREEMENT.**

Star Communication's DSL Service is a best efforts service. The actual speed experienced by customers is based on DSL sync rate and may vary on several factors including customer location, destination of the Internet, traffic on the Internet, interference with high frequency spectrum on the customer's telephone line, etc. --- Wireless connections are subject to varying speeds based on factors such as: proximity to the wireless gateway, or interference from other devices. No minimum level of speed is guaranteed.

APPLICANTS SIGNATURE: \_\_\_\_\_ Date \_\_\_\_\_

>>>>>>>>>> PLEASE FAX (225) 625-3322 OR MAIL TO Star Communications , P.O. Box 9, Maringouin, La. 70757

**OFFICE USE ONLY**

	Initial	Initial
Request Date ____/____/____	_____	_____
Install Date ____/____/____	_____	_____
Speed Test _____	_____	Remove Date ____/____/____
Date Posted ____/____/____	_____	Remove Posted ____/____/____



## DSL Modem Agreement

The ZHONE modem or ZHONE wireless modem SERIAL NUMBER \_\_\_\_\_  
is on loan to \_\_\_\_\_ at Phone number (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
for the purpose of access to DSL Internet Service provided by Star Communications.

**Any damage to the modem is the responsibility of the customer who signs this agreement.**

The ZHONE modem is valued at \$100.00 and will be charged to the customer on their telephone bill if any damage occurs.

**The modem must be returned to Star Communication in good working order.**

If your DSL Internet Service is disconnected and you do not return the modem to Star Communications **within 10 working days** the valued price (\$100.00) will be applied to your telephone bill.

**The Technical support number is 1-866-883-6958.**

The modem is a simple plug and play application. If you need help please call the technical support number.

**Star's trouble determination charge is \$30.00. - You are responsible for having your equipment repaired.**

If you are unable to connect to the Internet and request Star Communications to send a technician to your home for the purpose of determining the problem and the problem is determined to be with your equipment (computer, customer wiring, and / or jacks, etc... ) the \$30.00 service call charge will be applied to your bill. If the problem is with Star Communications there will be no charges to you.

**If you order a wireless modem Star recommends creating a wireless password for security reasons.**

\_\_\_\_\_ Please initial if you **DO NOT WANT A WIRELESS PASSWORD** . If you determine at a later date you want to add a password then you will be charged for a service visit to add the password.

**I, the customer of Star Communications , have read and agree to the terms and conditions of this agreement. The telephone and Internet Service provided by Star Communications are in my name and I am solely responsible for payment of said bill.**

**SIGNED** \_\_\_\_\_

**Connect speeds are approximate and are not guaranteed. Speeds may vary by your computer, peak usage hours, and other variables.**

**Internet connections are not guaranteed and are subject to interruption due to unforeseen circumstances ( power surges, etc).**

**If technical support cannot get your connection back on they will send a ticket to us and we will contact you during normal working hours to set up an appointment to resolve your problem.)**