



Eagles Nest Internet Services

Corporate Headquarters
PO Box 510
Virginia Beach, VA 23451-0510
Phone: 757-222-1000 Fax: 757-222-1002
sales@eaglesnest.net

Existing customers: Please enter your Login ID: _____

Data Circuit Agreement

Contact Name: _____

Email Address: _____

Organization: _____

Effective Date: _____

Address: _____

Day Phone: _____

City, State, ZIP: _____

Evening Phone: _____

Fax: _____

Operating System: (Check One)

Windows 95/98

Mac OS Open Transport

Linux/Unix

Other

No software is available for Linux/Unix or other

Eagles Nest, Ltd. will provide customer with dedicated data circuit service, to connect customer's service location as specified in this agreement to the Internet subject to the following terms and conditions:

On acceptance of this agreement, Eagles Nest, Ltd. will:

- Order a data circuit from the telephone company for installation between customer's location and the closest Eagles Nest POP site. Installation of the data circuit usually requires three to five weeks.
- Configure, install and provide routine maintenance services for a router and a CSU/DSU at customer's service location including routine firmware upgrades recommended by the manufacturer and replacement of the router or CSU/DSU should either ever fail. The router provides TCP/IP services for customer's network via a 10BaseT Ethernet port.
- Provide Internet access from customer's data circuit into Eagles Nest and from Eagles Nest into the Internet.
- Provide unrestricted access to our news server.
- Should the data circuit ever fail provide, at no cost, a dial-in access account for customer's use while the telephone company repairs the circuit. (Customer must provide their own modem, analog phone line and configure dialer and browser software on the system used for Internet access.)
- Provide telephone technical support for the data circuit service, including support for the router and/or CSU/DSU provided by Eagles Nest, during normal business hours and for emergencies at other times telephone access to the Eagles Nest, Ltd. Network Operations Center.
- Provide, at no additional charge, static IP addresses as required.
- Provide, at no additional charge, domain name registration and transfer processing. A domain name registration fee of \$70.00 for the first two years is billed by and payable directly to Network Solutions (domain name registration service). Thereafter the fee of \$35.00 a year is billed by and payable directly to the Network Solutions.

On acceptance of this agreement customer agrees to:

- Configure and support all equipment not provided by Eagles Nest including installation of browser software and configuration of all file servers and workstations that are to have Internet access. Software installation and configuration can be done by the Network Administrator or by customer's network consultant.
- Be responsible for any telephone company time and material or other charges incurred if the data circuit must be extended within your location because you want the router to be installed more than three (3) feet from the telephone company termination point in your building (demarcation point). Customer must provide a 10BaseT cable from the nearest hub to the router.

On Termination of this agreement customer agrees to:

- Return the router and CSU/DSU provided by Eagles Nest, complete with all cables provided by Eagles Nest, within 15 days of termination of this agreement and if the Eagles Nest property, as described herein, is not returned with 15 days, then pay for the then current replacement value for any items not returned.

Eagles Nest Data Circuits:

Eagles Nest's Data Circuit Service includes the telephone company circuit fee, bandwidth into the Internet, static IP addresses and a router and CSU/DSU. The minimum order is for a period of twelve months, with an automatic extension on a month to month basis thereafter. After twelve months your order for data circuit service can be terminated with thirty (30) days written notice. **All Lines in this section must be completed:**

Monthly service fee (payable in advance and billed monthly): \$ _____
Account setup fee: \$ 500.00
Static IP addresses (number of workstations and/or servers): _____
Bandwidth: 56K 128K 384K 1,536K
Service Frame Relay Point-to-Point
Eagles Nest to provide and install router and CSU/DSU Yes No
Payment schedule: Monthly Quarterly Annually

Upon receipt of an executed copy of this agreement, Eagles Nest will contact you to schedule installation of your circuit.

Authorized by: Please print/Type name _____

Title: _____

Signature: _____ Date: _____

Acceptance by Eagles Nest, Ltd.:

Accepted by: _____ for Eagles Nest, Ltd.

Date: _____

Service installation address (if different):

Name: _____

Street: _____

City, State, Zip: _____

Phone: _____

Fax: _____

Email: _____

Billing address (if different):

Name: _____

Street: _____

City, State, Zip: _____

Phone: _____

Fax: _____

Email: _____