



*Eagles Nest, Ltd.*

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: \_\_\_\_\_

**Centrex/CentraNet ISDN Service Agreement**

**Contact Name:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Effective Date:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Day Phone:** \_\_\_\_\_

**City, State, ZIP:** \_\_\_\_\_

**Evening Phone:** \_\_\_\_\_

**Operating System: (Check One)**

- Windows 95/98
  - Mac OS Open Transport
  - Linux/Unix
- No software is available for Linux/Unix or other

- Windows NT, 2000
- Mac OS 8 or above
- Other

Eagles Nest, Ltd. will provide customer with CentraNet® (GTE Areas) or Centrex® (Bell Atlantic areas) ISDN 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 Centrex/CentraNet ISDN circuit from the telephone company for installation between customer's location and the telephone company "CO" (equipment location) serving the closest Eagles Nest POP site. Installation of the data circuit usually requires three to four weeks.
- Configure, install and provide routine maintenance services for an ISDN router at customer's service location including routine firmware upgrades recommended by the manufacturer and replacement of the router should it ever fail. The router provides TCP/IP services for customer's network via a 10BaseT Ethernet port.
- Provide Internet access from customer's Centrex circuit into Eagles Nest and from Eagles Nest into the Internet.
- Provide unrestricted access to our news server.
- Should the Centrex ISDN 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 Centrex ISDN service, including support for the ISDN router 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 Centrex ISDN 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 ISDN 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 CentraNet® (GTE Areas) or Centrex® (Bell Atlantic areas) ISDN service:**

Eagles Nest's CentraNet® (GTE Areas) or Centrex® (Bell Atlantic areas) ISDN service includes the telephone company circuit fee, bandwidth into the Internet, static IP addresses and a Cisco ISDN router. 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 Centrex ISDN service can be terminated with thirty (30) days written notice.

- Monthly service fee (payable in advance and billed monthly): \$ \_\_\_\_\_
- Account setup fee: \$ \_\_\_\_\_
- Static IP addresses (number of workstations and/or servers): \_\_\_\_\_
- Bandwidth:  64K  128K
- Configure and install Cisco Router?  Yes  No
- Payment schedule:  Monthly  Quarterly  Annually

Upon receipt of an executed copy of this agreement, CrossLink 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: \_\_\_\_\_