



## Agreement for Business Services

Full Business Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Billing Contact: \_\_\_\_\_ Email: \_\_\_\_\_  
Billing Phone: \_\_\_\_\_  
Technical contact: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Authorized Representative(s): \_\_\_\_\_ Title: \_\_\_\_\_  
Driver's License # \_\_\_\_\_ SS/FEIN # \_\_\_\_\_  
Contract Period: Minimum Twelve Months (12) \_\_\_\_\_ Twenty-Four Months (24) \_\_\_\_\_ Other \_\_\_\_\_  
Services requested start date: \_\_\_\_\_ Acceptance Date: \_\_\_\_\_

Sierra Nevada Communications here after referred as "SNC". SNC service(s) will be provided to your SOHO/SMB on the terms and conditions set forth in this Agreement for Business Services. Customer further understands that all wiring and equipment to business premise demarcation point remains property of SNC. A good faith deposit may be required for any Equipment used in installations or rental agreements. Any new wiring inside SMB/SOHO may be an additional installation charge and is subject to any promotional terms. Purchase or lease of any equipment, first month rental fee, and any Federal, State and Local taxes are due at signing of contract. Monthly Rental Fees are due at the 1<sup>st</sup> of each month, and a finance charge will be applied on the 15<sup>th</sup> if you have an overdue balance. Any unpaid balance will result in disruption of service after the 15<sup>th</sup> of the Month. Any reduced pricing on items or services will be required in full if service is terminated before contract terms are met. Any unpaid balance for additional services performed is due in full with early termination. Contract length is defined above as "Contract Period". Unless otherwise stated routers, switches and cable modems are not included in installation and must be purchased or leased by the business. These items may be purchased by the Business through SNC or other sources. Equipment purchased through SNC have a 90-day return policy for manufacture defects. Equipment that is not supported has no guarantee. SNC will set up Internet services to the router, but if wiring or equipment is needed past the modem/router additional fees may apply. Connecting additional Internet capable devices may be set up by SNC and may require an additional service fee. SNC does not work on or repair customer provided equipment. SNC does not work on existing networks run by a network administrator. Should problems arise with the customer's computer or network, the customer is solely responsible for its operation and maintenance. Service offerings and bandwidth limitations are outlined in the AUP on the [gosnc.com](http://gosnc.com) web site which are subject to change without notice. Service plans levels may be changed on a Quarterly basis and are subject to a Ten Dollar (\$10.00) service fee. Promotional plans are subject to change without notice. Business customer understands that all equipment leased or rented from SNC remains property of SNC. Any and all deposits are forfeited if service is discontinued within the Contract Period as stated above and/or equipment leased or rented is damage in any scenario. Service cannot be stopped or suspended until all leased equipment is returned to SNC undamaged. Deposit(s) are returned when the Business has met ALL of the following conditions; completing the Contract Period, terminating Internet service, and all equipment leased has been returned to SNC. The Business is responsible for the replacement cost of any Customer Premise Equipment (CPE) leased or otherwise damaged in anyway and under any circumstance while in Customers Control. Normal CPE maintenance is covered by SNC, Not Covered or Maintained is customer owned equipment.



Customer is subject to all terms and conditions of the Acceptable Use Policy AUP located on the SNC Website [gosnc.com](http://gosnc.com)

SNC does not filter content to customer. The customer is solely responsible for policing and filtering its content consumed.

SOHO/SMB: means Small Office Home Office, Small to Medium Business and "you," "your," "Customer", or "Business" inclusively refer to the customer/business.

Acts of God, terrorism, war, and power outages are beyond the control of SNC and are not covered by any guarantee or warrantee.

Service level Speeds may be subject to providers beyond the control of SNC. Any services or content requested from these providers are not guaranteed or warranted by SNC. Speeds may vary depending on other Internet Providers. Those services are provided by best effort. SNC has no control over the unlicensed WiFi spectrum, speeds are not guaranteed.

Business Services package include 1 Terabyte of data monthly, overages will be charged at \$10.00 per each additional 100-Gigabytes.

Authorized representative has the legal business ownership(s) permission to sign this contact and represents the business interests and guarantees the business assumes all liability herein.

Services requested start date is subject to SNC's ability to install and test required infrastructure for proper performance.

Equipment Leased \_\_\_\_\_ Service Plan: \_\_\_\_\_ ☐ Wireless PtP connection ☐ Cable

Customer Premise Equipment: \_\_\_\_\_

Modem/Router \_\_\_\_\_

Mac \_\_\_\_\_

Monthly service fee \_\_\_\_\_

Admin or Installation \_\_\_\_\_

Leased Equipment fees \_\_\_\_\_

\_\_\_\_\_

Sub Total \_\_\_\_\_

Sales tax \_\_\_\_\_

☐ Tax included on next bill

Work Completed Date: \_\_\_\_\_

Total Due at Installation: \$ \_\_\_\_\_

\_\_\_\_\_  
Authorized Business Representative Signature, Title

\_\_\_\_\_  
Business Representative Print

\_\_\_\_\_  
SNC Representative Signature, Title