

DSL Service Agreement

This document is an Agreement made by and between the **individual** or **organization**, hereinafter referred to as "**Customer**," and **Clearcom dba Sandwich Isles Broadband Services**, hereinafter

Your use of the service constitutes your agreement to the terms and conditions set forth herein.

1.0 Service Description

- (a) Sandwich Isles Broadband Services shall provide access to the Internet via a DSL (Digital Subscriber Line) network connection service supplied by Sandwich Isles Broadband Services at 1001 Bishop Street, 27th Floor, Pauahi Tower, Honolulu, Hawaii 96813. Actual data throughput is not guaranteed due to the inherent nature of the Internet and Sandwich Isles Broadband Services lack of control of the connection rates of remote networks and systems and the telephone company's connectivity to its customers.
- (b) Pricing and Terms for additional services are outside of this agreement and are to be negotiated separately.

2.0 Rates

- (a) Customer agrees to pay for DSL services as described by a Sandwich Isles Broadband Services customer service representative.
- (b) The rates as contained herein are intended for the sole connectivity and use of the Internet by Customer, and do not afford the economic benefit of commercial re-selling of Internet Access. Customer agrees to abide to the limitations as contained herein. In the event Customer desires to procure the economic benefits of commercial re-selling, Customer will promptly notify Sandwich Isles Broadband Services of desired intention in writing, and refrain from initiating such activity without the express written consent of Sandwich Isles Broadband Services.
- (c) Set-up charges are non-refundable.

3.0 Billing/Payment Policy

- (a) All payments shall be paid in the legal currency of the United States of America. If any payment obligation is not paid in a timely manner, Customer agrees and promises to pay all costs of collections, including reasonable attorney fees, whether or not a lawsuit commences as part of the collection process.
- (b) Sandwich Isles Broadband Services will bill Customer via the monthly Sandwich Isles Communications, Inc. (herein referred to as **SIC**) telephone bill.
- (c) Billing cycles and payment options are controlled and administered by SIC.
- (g) If any of the following events of default occur, this agreement and any other obligations of the customers to Sandwich Isles Broadband Services, shall become due immediately, without demand or notice:
 - 1) The filing of bankruptcy proceedings involving Customer as debtor
 - 2) The application of appointment of a receiver for Customer's creditors
 - 3) The making of a general assignment for the benefit of Customer creditors
 - 4) The insolvency of the credit, or
 - 5) The misrepresentation by Customer to Sandwich Isles Broadband Services for the purpose of obtaining or extending credit
- (h) If determined by Sandwich Isles Broadband Services that the account and access should be put on hold for any reason, including but not limited to non-payment of account, Customer agrees to pay a reinstatement fee of \$30.00 to reactivate account. This fee is in addition to any additional fees SIC may charge.
- (i) Cancellations made within 30 calendar days from date of service activation will be eligible for a refund of the Monthly DSL Fee. Setup fees and other nonrecurring charges are not refundable. Notice of cancellation must be in writing via e-mail, fax or hard copy fourteen (14) business days prior to the actual cancellation date.

4.0 Allowance for Interruptions/Limitation of Liability

- (a) In no case shall Sandwich Isles Broadband Services, its officers, or any of its representatives be responsible for any consequential damages or loss resulting either directly or indirectly from any activity on our system. Sandwich Isles Broadband Services also is to be known as a "common carrier" and as such is not responsible for the content, lack of content, accuracy, or inaccuracy of any information gathered from Customer's use of this system. All information is provided as-is without regard to fitness-of-purpose.
- (b) Sandwich Isles Broadband Services sole liability for interruption of the services shall be:
 - 1) A credit to Customer in an amount equal to the daily pro rata monthly charge paid by Customer to Sandwich Isles Broadband Services for the period during which services are interrupted. No credits shall be given for interruptions of less than twelve (12) hours.
 - 2) Claims for reimbursement credit shall be submitted in writing within thirty (30) calendar days of the occurrence. No credit shall be allowed for an amount of less than five dollars (\$5).
 - 3) The pro rata credit available to Customer as set forth above is Customer's sole and exclusive remedy for any interruption or disruption of service for whatever and any cause, and Sandwich Isles Broadband Services liability for any reason whatsoever hereunder is limited to the allowance of said pro rata credit. Sandwich Isles Broadband Services shall not be liable for any special, incidental, consequential or punitive damages of any kind, including but not limited to loss of business opportunity or loss of profits.

5.0 Acceptable Use Policy

- (a) Sandwich Isles Broadband Services makes no restriction on usage provided that such usage is legal under the laws and regulations of the State of Hawaii and the United States of America; and does not adversely affect Sandwich Isles Broadband customers. Customer is responsible for obtaining and adhering to the Acceptable Use Policies of any network accessed through Sandwich Isles Broadband Services.
- (b) Sandwich Isles Broadband Services reserves the right without notice to disconnect an account that is the source of spamming, abusive or malicious activities. There will be no refund when an account is terminated for these causes. Moreover, there will be billing rate of \$125 per hour charged to such accounts to cover staff time spent repairing subsequent damage.
- (c) Customers are forbidden from using techniques designed to cause damage to or deny access by legitimate users of computers or network components connected to the Internet. Sandwich Isles Broadband Services reserves the right to disconnect a customer site that is the source of such activities without notice.
- (d) The content of any Internet traffic flow initiated by customer, whether flowing to or from a customer site, must not contravene local laws, insofar as they are clear on what is legal or illegal for Internet traffic. Even where local law themselves do not explicitly prohibit activity or Internet content, Sandwich Isles Broadband Services does not permit its services to be used for activities which:
 - 1) Exploit minors;
 - 2) Illegally distribute or duplicate unauthorized copyrighted or licensed material;
 - 3) Harass individuals or racial/ethnic groups;
 - 4) Would use Sandwich Isles Broadband Services system in a manner that encumbers system resources to the point that usage causes interference with others' normal use of services;
 - 5) Attempt or commit unauthorized intrusion into any part of the network; or
 - 6) Use services provided by Sandwich Isles Broadband Services to harass anyone in any way.
- (e) Sandwich Isles Broadband reserves the right to terminate connection to the Internet, if the Acceptable Use Policy is violated

6.0 Severability

- (a) If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, the remaining, provisions of this Agreement shall remain in full force and effect.

7.0 Jurisdiction

- (a) The validity, construction and performance of this Agreement shall be governed by the laws of the State of Hawaii and the United States of America.

8.0 Term of the Agreement/Termination Fee*

- (a) The term of this Agreement shall be for a period of twelve months (12) commencing on the Service Activation Date. The Service Activation Date is defined as the day the Service has been made operational. If Customer fails to continue Service for the entire Term, Customer agrees to pay an early termination charge ("Termination Charge"). The Termination Charge is \$95.00. Additionally, if Customer received benefit of the Free Modem Promotion, and the Customer terminates service prior to the completion of the twelve month minimum service period, Customer will be charged a \$50.00 DSL Modem Charge upon cancellation of service. The DSL Modem Charge will be credited if Customer returns modem within 15 days of DSL service discontinuance. (Return postage is the responsibility of the Customer. Any periods of suspension do not count toward Customer's contractual commitment. Customer acknowledges that the Termination Charge is separate from any termination fee charged by SIC, and Customer acknowledges that Sandwich Isles Broadband Services has no control over other termination charges imposed by SIC. At the end of the term of this Agreement, Sandwich Isles Broadband Services will continue to provide Service to Customer under this Agreement on a month-to-month basis. Customer will also be charged the Termination Charge if Customer is disconnected for nonpayment of Customer's bill, or if Customer is disconnected due to any misuse or abuse of Service. At the end of the Term, Customer may cancel Service at any time without paying a Termination Charge.
- (b) Sandwich Isles Broadband Services reserves the right to modify the terms and conditions of service with notification to Customer in writing or e-mail at least 30 days, if at all possible, in advance of the effective date of the change.

9.0 Entire Agreement

- (a) This Agreement represents the complete Agreement and understanding of the parties with respect to the subject matter herein, and supersedes any other agreement or understanding, written or oral. This Agreement may be modified only by a verifiable authenticated document, hard copy or electronic, signed by all parties.

Sandwich Isles Broadband Services
1001 Bishop Street, 27th Floor, Pauahi Tower
Honolulu, Hawaii 96813

Customer Service:

On Oahu: (808) 540-5754
Toll Free: (888) 995-7274
Fax: (808) 540-5744

Help Desk Support:

Toll Free: (877) 808-4SIC (877-808-4742)
Email: support@sandwichisles.net