



# Broadband Internet Service Order Form

14 mount diablo circle  
san rafael, ca 94903  
415 259-5856  
www.lucasvalley.net

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Day Telephone: \_\_\_\_\_ Evening Telephone: \_\_\_\_\_

Current E-mail Address: (please print) \_\_\_\_\_

Mailing Address, if different from above: \_\_\_\_\_

Check if you have or are simultaneously installing Expanded TV. Expanded TV includes channels 2 through 83 and is required for the discounted pricing on lines 1 through 5, below. The rate for Expanded TV is \$39.99/month and no TV cable box is required.

*Please choose one of the plans below. All plans include full installation and on-site help with computer configuration and e-mail set-up.<sup>1</sup> More information is available at [www.lucasvalley.net](http://www.lucasvalley.net).*

	Select Plan (Check one)	Speed (Kbps) in/out	Fee <sup>2</sup> Per Month		Item Description	One-time Equip. Cost	Enter Equip. Totals
			Reg.	Ex. TV <sup>3</sup>			
1.	<input type="checkbox"/> Legacy	474/256	\$19.99	\$13.99	Motorola Cable Modem (Omit if you have checked line 6 or 7)	\$79.00	
2.	<input type="checkbox"/> Basic	1024/512	\$24.99	18.99			
3.	<input type="checkbox"/> Plus	1836/768	\$33.99	24.99			
4.	<input type="checkbox"/> Premium	3080/1024	\$42.99	34.99			
5.	<input type="checkbox"/> Professional	5120/1540	\$54.99	39.99			
6.	<input type="checkbox"/> I already have a cable modem. MAC <sup>4</sup> : _____						
7.	<input type="checkbox"/> I want to rent my cable modem (\$9.00 additional per month)						
8.	<input type="checkbox"/> I have more than one computer, so I need a router. <sup>5</sup>						
9.	<input type="checkbox"/> Please make this a Wireless Plan. (\$4.00 additional per month) <sup>6</sup>						
10.	<input type="checkbox"/> Please install a wired router and wireless access point with my Wireless Plan (also check line 8 and 9). <sup>7</sup>					\$100	
11.	Equipment Subtotal (sum of lines 1 through 10)						
12.	Sales Tax (7.75% of line 11)						
13.	Installation <sup>8</sup>						\$49.00
14.	Total due upon submission of order (sum of lines 11, 12, and 13)						

<sup>1</sup> Any patch cords required to network computers in the same room are free. 10/100baseT (Ethernet) wiring to computers in other rooms is billed at \$.12/ft plus \$55/hr labor.

<sup>2</sup> Monthly fees are billed on a regular billing cycle after installation.

<sup>3</sup> Ex TV rates apply if your account includes Expanded TV or better.

<sup>4</sup> The MAC address may be identified "HFC MAC Address" or "WAN MAC Address." It has 12 characters – 0-9 or A-F.

<sup>5</sup> We will supply a free router if you have more than one computer. One-year commitment required.

<sup>6</sup> LVC Wireless plans include site survey, installation, and on-site maintenance. We will supply a free wireless router if required (requires 1-year commitment). You may, of course, order a non-wireless plan and install and maintain your own wireless equipment.

<sup>7</sup> We recommend a wired router and separate wireless access point for best coverage and fewest interference problems.

<sup>8</sup> Installation fee includes any required cables and hardware. See note 1, above.

**Server Features**

As a subscriber to LVC’s broadband Internet Service, you are entitled to 200 MB of free server space for e-mail and web site(s). All of your server usage must reside on one server. Please select:

- I don’t need any server features (e-mail, etc.) at this time.
- lvha.net (e-mail format `username@lvha.net`, default web format `username.lvha.net`)
- lucasvalley.net (e-mail format `username@lucasvalley.net`, default web format `username.lucasvalley.net`)

**Custom domains** add a personal and professional touch to e-mail and web sites. Custom domains have a \$35 one-time configuration fee. If you already have a custom domain, you are free to use it. Otherwise, we can register a domain for you for at \$20/year rate (plus the \$35 one-time configuration fee). Before ordering a new domain name, use the wizard on our web site to be sure the domain name you want is not already in use.

Custom domain: \_\_\_\_\_ . \_\_\_\_\_.  I already own this domain.  Please register this domain on my behalf.

**Server space usage.** Our standard plans provide up to eight “usernames,” where each username comprises an optional e-mail inbox and any web sites that you may wish to maintain. If you require more than one username, please indicate how your 200MB server quota should be divided among them. Use the username wizard on our web site to make sure that a username is not already in use on the server you have selected.

(If you need a larger server space and/or special web features, consider the Enhanced Servers described on our web site).

Please use the following table to list the usernames that you will need. There are tools on our website to check whether a username is available. Check the boxes representing how the usernames are to be set up and fill in the Disk Quota so that the total of all usernames is less than or equal to 200 MB.

Username (16 char. Maximum. All lower case. No periods, spaces, or underscores.)	E-Mail	Website	FrontPage Extensions	Disk Quota
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Example:** If you want an e-mail address of [alice@lvha.net](mailto:alice@lvha.net), check “lvha.net” at the top of this page, enter the username name “alice,” and check the E-Mail box. To add a website (custom domain or the free default [alice.lvha.net](http://alice.lvha.net) web address), also check the Website box. If you are maintaining your web site with Microsoft FrontPage, check the FrontPage box so we will know to install FrontPage extensions. If you have a web site with a custom domain, please indicate on a separate sheet the e-mail addresses that you want to define on that domain and which username(s) that you want mail forwarded to.

**Internet Telephony (VoIP):** Lucas Valley Cable provides special Quality of Service processing for Internet telephony (including voice/video chat services) on all Internet plans *except for the Legacy and Basic plans*. See [www.lucasvalley.net/faqvoip.html](http://www.lucasvalley.net/faqvoip.html) for notes on VoIP usage.

**Terms and Conditions of Use (sign below)**

*This page is part of the order form and must be signed, dated, and included with your order.*

**Internet Etiquette.** Electronic forums such as mail distribution lists and Usenet news groups all have expectations regarding subject area and appropriate etiquette for posting. Users of these forums should be considerate of the expectations and sensitivities of others on the network when posting material for electronic distribution. The network resources of Lucas Valley Cable, Inc. (LVC) may not be used to impersonate another person or misrepresent authorization to act on behalf of LVC or others. All messages transmitted via the LVC system should correctly identify the sender; users may not alter the attribution of origin in electronic mail messages or posting. Users must not attempt to undermine the security or integrity of computing systems or networks and must not attempt to gain unauthorized access.

**Limited Liability.** The subscriber expressly agrees that use of LVC's products and services is at the subscriber's sole risk. Neither the LVC, its employees, affiliates, agents, third party providers, merchants licensers or the like, warrant that the products or services will not be interrupted or error free; nor do they make any warranty as to the results that may be obtained from the use of the products or services or as to the accuracy, reliability or content of any information service or merchandise contained in or provided through LVC or any of it's services.

Under no circumstances, including negligence, shall LVC, its offices, agents or any one else involved in creating, producing or distributing this service be liable for any direct, indirect, punitive, incidental, special, consequential or any other damages whatsoever that result from the use of or inability to use the service; or that results from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission or any failure of performance, whether or not limited to acts of God, communication failure, theft, destruction or unauthorized access to the LVC's records, programs or services. This limitation applies to any alleged liability based on any legal theory including, but not limited to, contract, tort, negligence or strict liability, even if LVC has been advised of the possibility of such damage. The subscriber hereby acknowledges that this paragraph shall apply to all content on the service.

**Lawful Purpose.** The subscriber may only use the LVC service for lawful purposes. Transmission of any material in violation of any Federal, State, or Local regulation is prohibited.

**E-Mail and Personal Web Service**

You are expressly prohibited from using your LVC email account(s) for the sending of unsolicited bulk mail messages ("junk mail" or "spam"). This includes, but is not limited to, bulk mailing of commercial advertising, information announcements, and political tracts. Such material may only be sent to those who have specifically requested it. Malicious or threatening email is also prohibited. Although we will make reasonable efforts to alert you to such activities and allow you an opportunity to cure them within a 12-hour period after discovery, we reserve the right to immediately deactivate your use of our service if we discover such activity. Further, you agree to indemnify and hold us harmless from any claim resulting from your use or distribution of electronic mail services through the service provided by LVC and its contractors.

Any account that is used for illegal, defamatory, profane, threatening, offensive, abusive, or unethical activity may be immediately deactivated by LVC without warning to you. Such activities may include, but are not limited to, pornography, obscenity, nudity, violations of privacy, hacking, computer virus, gambling, or promotion of gambling, and any harassing or harmful materials or uses as determined by LVC. You agree to indemnify and hold LVC harmless from any claim resulting from your publications or use of illegal, abusive, or unethical materials.

Although we will make reasonable effort to alert you to such activities and allow you an opportunity to cure them within a 12-hour period after discovery, we are not required to give such notice before deactivating your use of our services if, in our discretion, your use is or results in illegal, abusive, or unethical activities.

**Miscellaneous Requirements**

You agree not to use your computer as a web server over the LVC system. LVC provides free web hosting space to all subscribers on its off-network web server.

If you intend to have several computers share your cable modem, you agree that only computers located on your premises may access the modem, either directly or indirectly. You also agree to install a suitable device to ensure that all of those computers share a single IP address on our network. Further, if your computers are configured into a local area network (LAN) you will provide equipment to keep your LAN transactions from being broadcasted onto the LVC network. (This is also your best protection against the unauthorized access of your data by "hackers"). **Should you use wireless networking equipment, whether installed by LVC, yourself, or some other party, you agree to use WEP encryption, MAC address filtering, or some other means to prevent neighboring computers from obtaining Internet access through your network.**

LVC reserves the right, in its sole discretion, to terminate your access to its service, with or without notice, for any reason including, but not limited to, your failure to abide by these terms and conditions of use.

***Failure to abide by these terms and conditions may result in the cancellation of service and forfeiture of any advance payments.***  
I have read the above Terms and Conditions of Use and agree to abide by them.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Mail this form and any remittance to Lucas Valley Cable, Inc., 40 Pikes Peak Drive, San Rafael, CA 94903.

Make checks payable to Lucas Valley Cable, Inc.