

Date: _____

Names on Bill: _____

Billing/Physical Address: _____

Contact Number: _____

E-mail Address: _____

Employer: _____ Birthdate: _____

Social Security #: _____ DL # State: _____

Voice Services: Residential: Business:
SGO Long Distance Calling: Yes: No:

Other features available for additional cost: (Please Circle)

Vicemail, Caller ID, Call Waiting, Call Forward, Three Way Calling,

Internet Service: Residential: Business:
Internet and Voice Service: Internet Only:

Paperless Billing: Yes: No:

Sign up for Auto Pay: Yes: No:



LETTER OF AGREEMENT

This AGREEMENT by and between you the customer (hereinafter referred to as “Client”), and Seneca Telephone dba SGO Broadband (hereinafter referred to as “SGO”).

WITNESSETH:

The parties, for and in consideration of the mutual covenants and agreements hereinafter contained, do agree as follows:

I. Purpose of Agreement: The purpose of the Agreement to define the relationship between the Client, as the recipient of the contracted SGO internet and/or voice services.

II. Engagement: Client hereby engages to subscribe to SGO Internet service for a minimum of 6 months. If the Client chooses to cancel the SGO internet service or is disconnected for non-payment, the contract is considered broken and the Client will pay a \$100.00 early termination fee. The purpose of this engagement agreement is that SGO is selling to the Client the necessary network equipment at a reduced cost. To cover this loss, SGO will only engage clients if the Client agrees to subscribe to the service for 6 months.

III. Fees: For all services to be rendered by SGO in its capacity hereunder, the Client shall pay SGO, and SGO shall accept from the Client, fees as follows:

a.) Client will pay SGO \$100.00 early termination, if contract is broken.

IV. Amendment: No amendment or modification of this Agreement shall be valid unless made in writing and signed by an authorized agent of the Client and by SGO. Exhibits attached hereto may be modified by replacing such Exhibit with an amended Exhibit, signed by all parties hereto.

V. I am the owner of the property and I authorize permanent installation of equipment necessary for Internet services.

IN WITNESS WHEREOF, The parties have executed this Agreement the day and year below set forth

This AGREEMENT is entered into on _____.

By: _____
(Clients Printed Name)

(Clients Signed Name)

AUTHORIZATION FOR AUTOPAY

Seneca, Goodman, Wyandotte, and Ozark pay between the 1st-5th. Decatur and Cleveland County pay between the 20th-22nd.

417-776-2247

We can accept:

Visa MasterCard

Name: _____
(Exactly as it appears on card)

Billing Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

Please fill out 1 form of payment.

Credit/Debit Card

Card Number: _____ - _____ - _____ - _____

Expiration Date: _____ / _____

Security Code: _____ (last 3 numbers on the back of the card, behind the signature panel)

Checking/Savings Account (If checking please take a pic or **scan a voided check** and send email that back as well)

Bank Routing #: _____

Bank Account #: _____

Bank Name: _____

Checking Account: or Savings Account:

This authority is to remain in full force and effect until SGO has received written notification, from me, of its termination in such time and such matter that SGO has reasonable time to act on it. I will notify SGO of any changes in the card, including: new expiration date, lost or stolen card or any changes that would cause the charges to not be accepted. Declined cards with NSF codes will be charged \$25.00.

SGO is hereby authorized to process my debit/credit card, named above, on the 1st-5th (Seneca, Goodman, Ozark, Wyandotte) 20th-22nd (Decatur, Cleveland County) of each month for the monthly amount due as stated on my monthly statement from SGO.

Signed: _____ Date: _____

If your ACH payment is declined two times within a year your account will be removed from auto pay. Contact our office for details.

Internet Acceptable Use Policy

Please read this document carefully before accessing internet services provided to you by SGO. By using any of SGO's services you agree to be bound by the terms and conditions below. If you do not wish to be bound by these terms and conditions, you may not access SGO's network or systems.

Purpose

This document constitutes the Acceptable Use Policy of SGO.

This document describes the guidelines that SGO uses in providing services to its customers and the rules to which SGO customers must adhere in order to continue to enjoy and allow others to enjoy optimum use of SGO's services via its network and systems.

Application

This policy is applicable to all SGO customers. A breach of any of the terms and conditions of this policy by any SGO customer is strictly prohibited and may lead to the suspension or termination of the customer's service, without notice.

All SGO customers must take responsibility for distribution, publication and enforcement of the SGO Acceptable Use Policy at their sites.

General Usage

Except as otherwise specifically set forth in this agreement, SGO makes no warranty, whether express, implied or statutory, as to the installation, description, quality, merchantability, completeness or fitness for any purpose of any portion of the network or any service provided hereunder or described herein, or as to any other matter, all of which warranties are hereby excluded and disclaimed.

***Responsible Usage**

You must take responsibility for your actions on the network and systems you access through SGO. You must comply with rules, regulations and acceptable usage policies that are in force for each system you access. If you act recklessly or irresponsibly or your actions endanger SGO's network or systems, your access may be suspended or terminated at any time, without notice.

***Resource Usage**

SGO requires you to act responsibly when consuming resources on SGO's network and systems. If you unreasonably consume excess resources on SGO's network and systems, your access may be suspended or terminated at any time, without notice.

***Secure Usage**

SGO requires you to take responsibility for maintaining the security of your SGO service. Protection of the security aspects of your service, like accounts and passwords, are your responsibility. Subsequent usage of your service by a third party will result in you being responsible for the charges incurred.

Unlawful or Unauthorized Usage

***General**

SGO's services may only be used for lawful and authorized purposes. Storage, transmission or distribution of any material in violation of Commonwealth or State legislation is prohibited. This includes copyright material, material legally judged as threatening or obscene, or material protected by trade secret.

***Unauthorized Usage**

Any attempt to access or modify unauthorized computer system information or to interfere with normal system operations, whether on the equipment of SGO or any computer system or network that is accessed by our services, may result in the suspension or termination of your access. Unauthorized activities include, but are not limited to, guessing or using passwords other than your own, accessing information that does not have public permission, and accessing any system on which you are not welcome.

Any attempt to disrupt or interfere with users, services or equipment, may result in the termination or suspension of your access. Disruptions include, but are not limited to, distribution of unsolicited advertising or spamming, monopolization of services, propagation of, or transmission of information or software which contains computer worms, trojan horses, viruses or other harmful components, using the network to make unauthorized entry to any other machine accessible via SGO, sending harassing or threatening e-mail, and forgery or attempted forgery of e-mail messages and Usenet news postings.

You will be held liable for, and indemnify SGO for, all costs and damages, attributable to your unauthorized activities or disruptions.

***Illegal or Fraudulent Usage**

You must not use, or allow any other person to use, the SGO's network and systems for any activities of an illegal or fraudulent nature, including any activities prohibited under the Telecommunications Act 1989 (Cth), the Crimes Act 1958 (Vic) or under other applicable state and/or Commonwealth Laws.

It is your responsibility not to store on a SGO system, transfer or cause to be transferred over the SGO network, reproduce or make available for distribution through the SGO network, any data where the storage, reproduction, transfer, or distribution of, that data is in contravention of the Copyright Act 1968.

***DMCA Copyright Violations**

Initial copyright violations will result in a 30-day probationary period, with notification being made to the offending party. If further offenses are committed in the following 60 days, SGO will practice their right to throttle, or restrict subscription speeds for a period of seven days per offense. Should violations re-occur in the 30 days thereafter internet services may be permanently disconnected with no option for future subscription.

***Content**

SGO does not and cannot monitor or control the content and information accessed via SGO. SGO only provides access. SGO shall not be held responsible in any way for the content of the information accessed via SGO or offered for public access via SGO. It is you and/or your users and customers' responsibility to avoid whatever is found to be offensive or obscene on any system. You and/or your users and customers must take responsibility for the material placed on SGO's network and systems, and the statements made in mediums including, but not limited to, web pages, e-mail, chat or discussion forums and Usenet news. Content providers must clearly identify material unsuitable for minors and refrain from contributing prohibited material, including, but not limited to, material deemed obscene under the Classifications (Publications, Films and Computer Games) Act 1995 (Vic). Failure to comply with relevant legislation by you or your users and customers may lead to suspension or termination of your access.

***Investigation by Authorities**

SGO reserves the right to act in any appropriate manner, where there are reasonable grounds for suspecting that illegal or unacceptable usage of the SGO's network and systems is occurring. SGO cooperates fully with Commonwealth and State Police and other bodies investigating unlawful behavior on or via its network or systems.

SGO reserves the right to suspend your access if your usage of its network or systems is subject to any investigation.

***Complaints**

To report a violation of SGO's Acceptable Use Policy, please send details, including any documentation, article or e-mail to network@sgobroadband.com.

***General**

SGO reserves the right to suspend or terminate your service without refund should you or your customers breach, or assist, abet, encourage or incite another party to breach any of the above terms, conditions, rules, regulations or laws.

***Disclaimer of Liability**

SGO disclaims all liability for, and does not accept any responsibility for, anything that may happen to you or your equipment, or any loss incurred by you through use of SGO, the use of any of the services provided by SGO, or the suspension or termination of your service by SGO. This disclaimer of liability does not supersede or replace any other obligation expressly provided in any SGO Service Agreement.

***Limitation of Liability**

The total liability of SGO to Customer in connection with this agreement, for any and all causes of actions and claims, including, without limitation, breach of contract, breach of warranty, negligence, strict liability, misrepresentation and other torts, shall be limited to the lesser of: (a) direct damages proven by customer; or (b) the amount paid by Customer to SGO under this agreement for the one (1) month period prior to accrual of the most recent cause of action. In no event shall SGO be liable for special, punitive, consequential, or incidental damages, including without limitation, lost revenue, profits or other benefit whether by tort, contract, or otherwise.

***Repair**

SGO professionals will properly install the necessary network equipment and connect it to your personal equipment. After the initial install, if a SGO technician is dispatched to your premise and finds that problem is due to the tampering of cables, software, hardware or equipment, you will be charged applicable time and material charges to resolve your issues.

I have read and agree to the above listed terms and conditions.

Signature Date

Phone Email Address

***Copyright**

Managed WIFI Agreement

This AGREEMENT is signed between you the customer (Client) and SGO Broadband (SGO). The purpose of this agreement is to confirm the customer subscription to our Managed WIFI product and use of equipment.

The Client agrees to the monthly lease of Managed WIFI equipment for the purpose of internet services. These additional services and charges will be applied to the Client's account.

Should this equipment fail due to regular usage it will be replaced by SGO at no cost to the Client. Any equipment found to be defective due to misconduct will be billed to Client at \$250.00.

When services or lease is terminated, Client will be responsible for returning equipment to the business office. Failure to return leased equipment will result in a \$250.00 fee being billed to Client's account.

The parties entered into the Agreement on _____.
(MM/DD/YY)

BY: _____
(PRINT) (SIGN)

Additional Managed WIFI Services Offered:

Mesh Units are a great way to extend the wireless internet coverage of your home/business. This provides a seamless experience as you move from one part of the house to the other, there is no disruption in service.

Parental Controls allow you the ability to restrict content in the home, create schedules, and block websites and apps.

Ask to Learn More

Attention Please Read

SGO always bills 1 month in advance therefore your first bill will be a prorated bill including the days from installation to end of the following month. This will result in a higher charges than normal on the first bill.

After 1st bill cycle your bill will be the typical single month charges.

SGO listed pricing does not include fees and taxes. A \$25 NSF fee will be applied to all returned payments. An individual may opt out of the contract for \$220. A deposit of \$50 will be taken at time of sign up and returned as credit to the bill at the end of 365 days. There is an account activation fee of \$50, which includes the wiring of one jack if needed. To transfer service there is a \$40 fee and a new contract will need to be established. Any additional wiring beyond the one jack (if needed) will be assessed time and materials. A customer has 30 days from time of contract signing to cancel, payment of services used will not be reimbursed.

Accounts that are paid late will be assessed a late charge. Accounts that have been turned off due to non-payment will require a reactivation charge.

SGO sells modems that are configured to our network. We recommend that you purchase your modem from SGO. We do not guarantee that any other modem will work.

INITIAL

Establishment of Account Password
CPNI Form
Customer Proprietary Network Information

Please read all instructions carefully.

Step 1 (Required):

So that SGO employees are free to discuss and/or provide Customer Proprietary Network Information (CPNI) to me during a call that I initiate to your business office, please establish the following password for my account.

Password : _____

Step 2 (Required):

Secret Question. Please Select 1_ of the following questions and answer correctly. This question will be used to authenticate your password should it be misplaced or forgotten.

What is your favorite color: _____

What was your first vehicle: _____

What is your pets name: _____

What is your shoe size: _____

Step 3 (Required):

Billing Name (Please **print & sign** your name(s) below as you wish to be displayed on the monthly billing statement):

Business Name (if applicable): _____

*By providing a business name you are accepting responsibility for all applicable charges and credits associated with a business account.

Primary Customer: _____ **X** _____
Print Signature

Secondary Customer (if applicable): _____ **X** _____
Print Signature

By signing the line above you are accepting financial responsibility for all charges acquired on your account with SGO.

Step 4

Additional Authorized Contacts (not financially responsible). Provide a minimum of one additional contact.

Name: _____ Contact No: _____

Please initial in the line below to accept responsibility for any and all changes made to the account by individuals listed in the Authorized Contacts section. If this line is left blank, contacts named as 'Authorized' will be given inquiry only privileges.

Initial _____

Step 5 (Required):

Telephone Number : _____

Please Return to:
SGO Broadband
PO Box 549
Seneca, MO 64865

-Under federal law, you have the right to confidentiality of information regarding the telecommunication services to which you subscribe and SGO has the duty to protect that confidentiality. This confidential information includes such things as, specific services you purchase, the number of services purchased, who your provider is for a service, call detail records, and charges related to the services purchased. This information is referred to as Customer Proprietary Network Information (CPNI).

-Due to the sensitive nature of CPNI, on April 2, 2007, the Federal Communications Commission released new rules pertaining to the security of CPNI with special emphasis on call detail CPNI. Call detail CPNI refers to any and all information pertaining to the transmission of specific telephone calls such as telephone number called, telephone number calling, time, date, charges, location and duration of the telephone call.

-For additional specific information on your CPNI rights and MC's CPNI obligations, please contact us @ 1-417-776-2247.