

LavaNet Hosted Server Contract v.3.3

Visit www.lava.net/sales/server_colo.html for more information. LavaNet 733 Bishop St. #1170 Honolulu HI 96913
808-545-5282 (from Oahu or out of state) or 888-545-5282 (from neighbor islands), FAX 808-529-0596
This account is the property of the company and is governed by the business master agreement on file with LavaNet.
See your company contacts for important user agreement expectations and account limitations.

Customer Information:

Contact Name: _____ Phone: _____

Authorizing Signature (must be on company's authorized contact list):

Company Name: _____

Includes timed rate dialup (up to 10 hrs/mo, (\$2/hr after 10 hours) with UNIX shell.

Mailbox Username:

LavaNet sends announcements to its users whenever there may be scheduled maintenance or downtime. For this reason, you must receive email sent to this LavaNet mailbox so that we may contact you. Note that the mailbox does not imply dial-up service of any kind. Preferred username: minimum of 2 characters, maximum of 8, no spaces or punctuation.

Are you converting an existing account with the same username to Co-location? Yes No

_____ **@lava.net NOTE:** This email address can be forwarded to an address you check more frequently. If needed, please indicate the alternate email address we should forward your LavaNet email to below:

Anticipated Equipment:

Make & Model: _____ CPU Serial No: _____
(e.g. Dell Dimension P200)

(Full inventory of all hardware will be attached at the time of setup on the LavaNet "Hosted Server Check-In Sheet".)

Desired Install Date: _____ Time: _____

Installation will be scheduled Monday - Friday, between 9am to 5pm, with at least 72 hours advanced notice. Express service may be available depending on availability of resources - additional fees apply.

Co-location Fees:

Setup Fee: \$350.00 (may include 0 to 16 IP addresses) **NON-REFUNDABLE!**

Number of IP addresses required: _____

Additional one-time fees apply for blocks of more than 16 IP addresses. (32 = \$25, 64 = \$50, 128 = \$75, 256 = \$100) IP addresses are assigned at the discretion of and remain the property of LavaNet. A \$100 fee is assessed to alter an IP block size after setup, plus any IP fees. Renumbering is usually required. Rarely and with advance notice, LavaNet-initiated renumbering will be required. LavaNet will reclaim unused IP addresses. LavaNet abides by the IP handling requirements of ARIN, including compliance with the RWHOIS database. For full details of the assignment guidelines for end users, please read: www.arin.net/regserv/ip-assignment.html

Monthly Open Rate: \$440.00 (one month minimum term. Includes up to 4U of space).

Service is unmetered for reasonable usage (defined as up to 40 GB of data traffic per month). Usage over 40 GB/mo is billed at \$6.25 per GB (**1024³ = 1 GB**). Speeds are not guaranteed. NOTE: for billing purposes, LavaNet takes the greater of the outgoing or incoming bandwidth. They are not added together.

Custom Pricing (To be filled out by a LavaNet Representative):

- Yearly contract term: _____ years.
- Extra rack space for daisy-chained server (add \$320.00/mo)
- Other special contract terms: (specify terms and rate below or attach MOU/addendum)

Custom Setup Fee: \$ _____

Custom Monthly Rate: \$ _____

LavaNet Representative: _____

IMPORTANT! Technical Contacts For Your Co-located Server:

The account contacts specified with Business Master Agreement should be supplemented with whatever technical staff you want to be authorized to work on your server(s). Please use the space below to designate technical contacts. Have **each contact** you authorize to access the server or request sensitive company account information fill out a unique secret question/secret answer below for telephone Identity verification. ID will be checked for those requesting physical access to the server, if not on this list, access will be denied.

URGENT: Inform LavaNet immediately of any changes to this authorization list, as access to the server will be granted based on this document until it is modified by the account owner or an authorized party!

Access List:

1. Primary Technical Contact: (considered on-call 24 hours a day for server-related issues)

Name: _____ Title/Company: _____

Day Phone: _____ Night Phone: _____

Allow this person to:

- Access to physical Server at LavaNet (ID required) YES NO
- Call to add/delete services, incur fees, get passwords etc) YES NO

Security Information:

• **Secret Question/Secret Answer:**

What was the name of your first pet or first "best friend?" _____
Is this a pet or best friend?

• **Create your own!**

You may create a Secret Question of your own, but it must be information not known by anyone but you. For instance, Mother's Maiden Name is **not** a good question. Questions with "yes or no" answers will not be accepted.

My Secret Question: _____

Secret Answer: _____

2. Secondary Technical Contact: (a backup for the primary)

Name: _____ Title/Company: _____

Day Phone: _____ Night Phone: _____

Allow this person to:

- Access to physical Server at LavaNet (ID required) YES NO
- Handle emergency technical matters, on call 24 hours a day YES NO
- Call to add/delete services, incur fees, get passwords etc) YES NO

(If #2 and/or #3 are checked "yes" also provide the following for Security Information)

Security Information:

• **Secret Question/Secret Answer:**

What was the name of your first pet or first "best friend?" : _____
Is this a pet or best friend?

• **Create your own!**

You may create a Secret Question of your own, but it must be information not known by anyone but you. For instance, Mother's Maiden Name is **not** a good question. Questions with "yes or no" answers will not be accepted.

My Secret Question: _____

Secret Answer: _____