

## Business DSL Service Application v.7.3b

Visit [www.lava.net/dsl](http://www.lava.net/dsl) 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 governed by the business master agreement on file with LavaNet. See your company contacts for important user agreement expectations and account limitations.

### User Information

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Ph: \_\_\_\_\_

Authorizing Signature: \_\_\_\_\_ (must be on file with company's LavaNet information)

**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. Preferred username: minimum of 2 characters, maximum of 8, no spaces or punctuation.

Are you converting an existing account with the same username to DSL?  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:

\_\_\_\_\_ Included: TIMED RATE modem dialup service for primary mailbox. Up to 10 hours connect time per month. Hours over 10 billed at \$2.00 + tax per hour.

Optional: Add FLAT RATE dialup service to primary mailbox. (add \$12.00 + tax per mo.)

**One time setup fee:** LavaNet begins the setup process upon receipt of the application. **Setup fees are non-refundable.** Changes to the IP block size after initial setup incur a \$100.00 "block change fee". IP addresses are leased to customer based on need and are subject to audit to verify usage. Blocks larger than 16 IPs incur one time fees. IP block changes **will** require you to renumber your network. **All IPs change from time to time** as the LavaNet network evolves.

\$50 single static IP address

Multiple IP Addresses: LavaNet will call to verify number of addresses needed. Setup for multiple IPs begins at \$150 for up to 16 IPs (13 useable). Anticipated need: \_\_\_\_\_ IP addresses.

**LavaNet Monthly Service Fees (does not include Hawaiian Telcom service fees)** LavaNet offers "one price" for any DSL service level up to 3.0 Mbps. Specify your desired service level with the [Hawaiian Telcom Order Agreement](#) later in this contract. DSL 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 (**1024<sup>3</sup> = 1 GB**). DSL speeds are not guaranteed.

**BUSINESS DSL SERVICE:** If this is a TRANSFER of an existing DSL line, please check here \_\_\_\_\_

\$ 54.17 (One year LavaNet contract. Early cancellation penalty = remaining months on contract)

\$ 60.42 (No contract, month-to-month service)

## Hawaiian Telcom Order Agreement

I hereby authorize LavaNet to initiate my order for a Hawaiian Telcom DSL circuit as specified below. I understand that all Hawaiian Telcom charges for DSL will be billed to the billing address stated in this order form. LavaNet is not responsible for these charges. I also acknowledge that in cases of cancellation, I am solely responsible for contacting the phone company to terminate my DSL circuit.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Address: \_\_\_\_\_ Daytime Phone \_\_\_\_\_

City, State, Zip code: \_\_\_\_\_

### Installation Information: (if different from above)

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

City, State, Zip code: \_\_\_\_\_

**Approximate Hawaiian Telcom DSL Circuit Fees (This does not include regular phone services or LavaNet fees. Circuit fees appear on the same phone bill as the DSL-bearing phone number. Applicable Hawaiian Telcom taxes and fees are not included.)**

### Estimated Hawaiian Telcom Set-up fees:

\$60 DSL self-install kit (for yearly contracts only)

plus

\$50 modem purchase

or

\$60 Hawaiian Telcom fee to change ISPs on an EXISTING DSL line

### Estimated Hawaiian Telcom Monthly Fees (current as of 8/2005):

Please indicate the service level desired. (Hawaiian Telcom fees subject to change without notice.)

	768/128*	384/384	768/768	1.5M/128	1.5M/384	3.0/768
Month to Month	<input type="checkbox"/> \$39.95/mo	<input type="checkbox"/> \$46.00/mo	<input type="checkbox"/> \$80.00/mo	<input type="checkbox"/> \$39.95/mo	<input type="checkbox"/> \$39.95/mo	<input type="checkbox"/> \$39.95/mo
1 year contract	<input type="checkbox"/> \$37.50/mo	<input type="checkbox"/> \$44.00/mo	<input type="checkbox"/> \$68.00/mo	<input type="checkbox"/> \$37.50/mo	<input type="checkbox"/> \$37.50/mo	<input type="checkbox"/> \$37.50/mo

Install my DSL line on:

my existing phone number: \_\_\_\_\_  business  residential  not sure

I have an EXISTING DSL line, I am transferring to LavaNet. Ph#: \_\_\_\_\_

Note that if transferring, no changes to line speed can be made until the transfer is complete. Transfers will take about two weeks and will incur up to one week of downtime due to phone company scheduling issues. The timing is the same for all Internet providers. Please inform LavaNet after the transfer if you would like to initiate the process to alter the line speed.

### For NEW DSL lines:

LavaNet will take 1-2 days to process your application and provide Hawaiian Telcom with the required DLCI, Circuit ID and request to initiate your order. The overall process may take up to 3 weeks.

**Neither Hawaiian Telcom nor LavaNet will provide or install the 10Base-T Ethernet Card. The customer is responsible for this. It should be installed prior to the installation of your DSL line.**

Mahalo!

## POP email accounts with LavaNet DSL Service

Call LavaNet: 545-5282 • Neighbor Islands call Toll Free: 1-888-545-5282 • LavaFAX: (808)529-0596

Company Name: \_\_\_\_\_

Authorizing Signature of DSL service owner: \_\_\_\_\_

Customer is responsible for advising POP mailbox users of LavaNet's Acceptable Use Policies and for activity on their DSL line, including the activities of additional POP users. Customer may have additional conditions of use within their company or organization. The signed LavaNet Agreement overrides internal policies where there is a conflict.

Specify your 5 included POP email accounts (no additional fees)

These are mailboxes only. They cannot dial in to LavaNet's modem pools. Each POP email account will be issued its own unique password. This password can be given to or changed by the user listed below or any authorized company contact on file. If you would like the individual listed below to NOT have the authority to make changes to their mail box account, confirm passwords etc, please circle the "Y" at the far right to restrict access. If you want the individual users to have access to account information, circle the "N" and have them supply the answer to our identity verification question. Add more than 5 mailboxes if you wish. Mailboxes beyond the 5 included are billed at \$5.00mo.

a. Person's name	b. Email address desired	c. Restrict access? (circle one)	
example: Joe Bogus	<u>joebogus@lava.net</u>	Y	N If "no": what was the name of this user's first pet, or first "best friend?": <u>Skippy the dog</u>
1. _____	_____	Y	N If "no": what was the name of this user's first pet, or first "best friend?": _____
2. _____	_____	Y	N If "no": what was the name of this user's first pet, or first "best friend?": _____
3. _____	_____	Y	N If "no": what was the name of this user's first pet, or first "best friend?": _____
4. _____	_____	Y	N If "no": what was the name of this user's first pet, or first "best friend?": _____
5. _____	_____	Y	N If "no": what was the name of this user's first pet, or first "best friend?": _____

OPTIONAL: I have a LavaNet-hosted Domain Name and would like these addresses to work @lava.net AND @mydomain.com...my Domain Name is:

\_\_\_\_\_

If you do not currently have a domain name or have one hosted elsewhere that you'd like to transfer to LavaNet, consult your friendly LavaNet staffer about our affordable Domain Name Services or visit [www.lava.net](http://www.lava.net)!