



## **Casa Grande Internet Terms of Service**

Connection to Casa Grande Internet is subject that you are subscribed and current in your fees to us. Casa Grande Internet reserves the right to refuse service for any reason. Any setup fees are non-refundable. Payments are your responsibility and are due as indicated on our invoice. Accounts that are 20 days past due are considered delinquent. Accounts that are unpaid for 45 days are suspended and may not be used. An account must be paid to current status in order to be reinstated. Any account suspended as a result of non-payment will be charged a fee of \$10.00 to remove the account from suspended status. Any account 60 days past due will be closed and turned over to collections. There is a \$15.00 service charge for any returned checks. Charges are based on a 30-day billing cycle. Full charges are billed whether the account is used for one day or 30 days. Accounts placed on hold during the middle of the billing cycle will not be prorated.

Connectivity and access to services provided by Casa Grande Internet shall be limited to the individual or business whose name appears on this agreement. This agreement is non-transferable. Resale of IP connectivity and/or access to Casa Grande Internet resources to other individuals or organizations is prohibited. Casa Grande Internet reserves the right to suspend or terminate services and/or access at its sole discretion. It is the subscriber's sole responsibility for the content of any information passing through the internet or Casa Grande Internet. Any transmission of information in violation of any local, state, federal, or international regulations is prohibited. This includes, but is not limited to, failure or refusal of monies due to Casa Grande Internet, activities harmful to Casa Grande Internet, its employees, users, business relationships, other users of the internet and obscene, copyrighted or threatening material. Casa Grande Internet may not be used for illegal purposes or used to interfere with or disrupt other network users, network services, or equipment. Disruptions include, but are not limited to, distribution of unsolicited advertising or chain letters, propagation of computer viruses, and using the network to make unauthorized entry for any other machine accessible via network. Casa Grande Internet reserves the right to determine inappropriate usage of this service and reserves the right to suspend or terminate the service immediately and without notification. Subscriber shall hold Casa Grande Internet harmless from and against all liabilities and costs arising from any and all claims by any person based upon content of any transmission or other misuse by subscriber or user using the services.

Casa Grande Internet exercises no control over the content of the information passing through Casa Grande Internet or the internet and is not responsible for any damage you may suffer. Casa Grande Internet is not responsible for the accuracy or quality of products or information obtained through its services. Use of any information obtained via the internet is at your own risk.

Unmetered usage does not mean 24-hour continuous connection. Unmetered usage provides opportunities to connect to the service as often as you like and stay connected before a modem reset after four hours. Thereafter you may dial and reconnect immediately. Users will be disconnected after a 20-minute idle time.

Casa Grande Internet is not responsible or liable for the protection and privacy of your e-mail. Casa Grande Internet is not responsible for backing up the files held within your e-mail account. Due to the nature of the internet in general, all mail passing through the internet and Casa Grande Internet should be treated as public.

Cancellation requests for Casa Grande Internet accounts must be received by mail, e-mail, or via telephone prior to the billing date of the next month's service. Cancelled accounts must be paid in full before the transaction will be considered complete. Casa Grande Internet reserves the right to delete all files kept on our system upon termination of your agreement by either party.

Casa Grande Internet reserves the right to change fees and other service charges. Casa Grande Internet also reserves the right to alter its services. Services include, but are not limited to: procedure, computer systems, computer configuration, network configuration, menus, utilities, documentation, and vendors.