



1410 Rudakof Circle Anchorage, AK 99508
Phone (907) 222-0844 Fax (907) 222-0845

NEW/UPDATE CUSTOMER APPLICATION FOR:

WINDY CITY BROADBAND

Date: ____/____/____ **Main Billing Phone Number or Account Number:** _____

Legal/Account holder name: _____
(Last) (First) (Middle Initial)

Account type: Residential Business

Co-Account holder name (if business, owners name): _____

Physical Address/Location of Service: _____

Billing Address (Mailing Address): _____

Name(s) of other people authorized on this account:

APPLICANT INFORMATION (REQUIRED)

SSN # or Federal ID #:	Driver's License #:	State of Issue:	Date of Birth:
Employer Phone Number:		Employer Name & Address:	
Work Phone Number:		Cell Phone or Message Phone Number:	

CO-APPLICANT INFORMATION

SSN # or Federal ID #:	Driver's License #:	State of Issue:	Date of Birth:
Employer Phone Number:		Employer Name & Address:	
Work Phone Number:		Cell Phone or Message Phone Number:	

CREDIT CARD INFORMATION

<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard		Credit Card Number:
Expiration Date:	CVR#: (3 digits located on the back of credit card)	Cardholder Signature:

PAYMENT SCHEDULE OPTIONS FOR AUTO-PAY

<input type="checkbox"/> 1 st of the month <input type="checkbox"/> 15 th of the month	<input type="checkbox"/> Bill directly to the address above <input type="checkbox"/> Paperless Ebill – no mailing of invoice, will email
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CUSTOMER PROPRIETARY NETWORK INFORMATION ACCESS VERIFICATION (CPNI)

Password Must be at least 6 characters including numbers, should not include easily identifiable biographical information. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Email Address:
What is your favorite Color?	What was your first car?

Certification

I certify that the above information is true, accurate, and complete to the best of my belief and knowledge, and is voluntarily submitted for the purpose of receiving service from AEE or its subsidiaries. Further, I certify that I have the authority to establish an account in the name/s shown above and that I take full financial responsibility for this account.

Signature: _____ **Date:** _____

Co-Applicant Signature: _____ **Date:** _____

WINDY CITY BROADBAND INTERNET SERVICE APPLICATION



1410 Rudakof Circle Anchorage, AK 99508
Phone (907) 222-0844 Fax (907) 222-0845

Date: ____/____/____

Applicant Name: _____
(Last) (First) (Middle Initial)

Location of Service: _____

MAC Address #: _____

(THIS IS NEEDED IN ORDER TO SET UP YOUR INTERNET. REFER TO THE PAGE WITH INSTRUCTIONS ON HOW TO OBTAIN YOUR MAC ADDRESS FROM YOUR COMPUTER.)

Once we have received payment for the Deposit, Install and Work Order Fee, we will issue a service order to our technicians.

Package Selected	\$ _____
Installation	\$ _____
Deposit	\$ _____
Work Order Fee	\$ _____
Netgear Switch or Router	\$ _____
TOTAL DUE BEFORE INSTALLATION:	\$ _____

Residential Packages: Deposit \$80.00, Install Fee \$125.00 and WO Fee \$30.00 Total \$235.00		
Residential Silver	1.5Gb	\$75.00 monthly
Residential Gold	2Gb	\$100.00 monthly
Residential Platinum	4Gb	\$150.00 monthly
Business Packages: Deposit \$200.00, Install Fee \$150.00 and WO Fee \$30.00 Total \$380.00		
Business Silver	2Gb	\$260.00 monthly
Business Gold	3Gb	\$340.00 monthly
Business Platinum	4Gb	\$560.00 monthly

4% Local Taxes Apply.

This application is for only one Internet site online. Any additional Internet charges in your home must be requested under a separate application. (Subject to install charges)

Additional charges incurred at the time of installation will be billed on your first statement.

**** DO NOT SKIP****

RETRIEVING A MAC ADDRESS FROM YOUR COMPUTER

A MAC Address from your computer is needed in order for your internet to be set up.

Windows 2000, XP

*You can find your machine's Ethernet or Wireless hardware addresses using Microsoft's **ipconfig** utility:*

1. From your computer, click the **Start** button on the taskbar.
2. Select **Programs** and then select **Accessories/Command Prompt**.
3. At the **C:/>** prompt, enter the following then press the **Enter** key:
ipconfig / all
4. Your machine's Ethernet or Wireless hardware address is listed as the **Physical Address**.
5. We want the Ethernet local area connection's Physical Address.
6. Which looks something like **00-43-D4-8F-AD-45**.
7. To close the **Command Prompt** window, enter the following at the **C:/>** prompt then press the **Enter** key: **exit**

Windows Vista 7, 8, 10

*You can find your machine's Ethernet or Wireless hardware addresses using Microsoft's **getmac** utility:*

1. If your device is a Dell laptop, ensure it is plugged into an electrical outlet; if it is not plugged in, the device's Ethernet address will not be displayed.
2. Click the **Start** button.
3. In the **Search** box, enter the following then press the **Enter** key:
cmd
4. At the **DOS** prompt, enter the following then press the **Enter** key:
getmac/v
5. Your machine's Ethernet or Wireless hardware addresses are listed as the **Physical Addresses**.
6. We want the Ethernet local area connection's Physical Address.
7. Which looks something like **00-43-D4-8F-AD-45**.
8. To close the **Command Prompt** window, enter the following at the **C:/>** prompt then press the **Enter** key: **exit**

Mac OS X - Retrieving Your MAC Address

- Apple Menu -> System Preferences
- Network Control Panel -> TCP/IP Tab
- Write down your Ethernet Address which is the twelve-digit string in the lower part of the window.
- Close the window once you have this number written down.

*****If you have a router in place, follow the instructions given with the router to retrieve the MAC address. If you have any questions with these instructions or just need general help call 611 or 907-222-0844 and ask for tech support.*****

******Please use the link below to our Adak website for information on Managing Your Bandwidth. Hold down the "Ctrl" key on the bottom left of your keyboard and click it to visit.**
<http://adaktu.net/index.php/internet/#net>

WINDY CITY BROADBAND

Terms and Conditions

This is an agreement between Adak Eagle Enterprises LLC. (AEE) Windy City and you ("User") to provide BROADBAND Internet Access ("the Service"). The terms of this agreement apply to broadband Internet access. By establishing an account or using the service or equipment, you agree to be bound by this Agreement and to use the service in compliance with AEE's terms and conditions. This agreement, and the service furnished hereunder cannot be sold, assigned, or sublet. AEE has accounts designed for commercial businesses and User agrees to apply for a business account if User intends to conduct business through Windy City's Internet service.

Terms of the Agreement: The initial term of this agreement for Residential and Business accounts is on a month-to-month basis, Dedicated Business Packages are subject to a 3 year contract with monthly billing and will renew automatically without notice. If a Dedicated Business Package agreement is terminated before the contract period is expired, AEE will immediately bill 50% of the remaining balance to fulfill the 3 year agreement. Your activation date is three days after your account is provisioned OR on the first day you connect to your service, whichever is earlier. The agreement will continue on a month-to-month basis. All charges are billed monthly. AEE reserves the right to change rates at any time. Failure to pay when due will result in suspension or discontinuance of service and possibly loss of stored data in the server. A service fee to reactivate will be required. Customers may not resell Internet services including Internet access, bandwidth, web space, E-mail, or any other feature without the express written permission of AEE.

Broadband Internet Service Installation: AEE will provide you with a user kit. Contents of the kit may change from time to time. If the relationship is terminated by either party (you or AEE) before the activation date, or if the line is found to be un-provisional, you must return the full kit with all its original packaging to AEE. Failure to do so will result in a one-time equipment fee. If you choose to cancel the account after the activation date, you will be charged for the installation and/or setup charges. You must also return the full kit with all of its original packaging to AEE. Failure to do so will result in a one-time equipment fee. The installation, use, inspection, maintenance, repair, and removal of the equipment may result in service outage or potential damage to your computer. You are solely responsible for backing up all of your existing computer files and data. AEE and its employees, agents, contractors, and representatives shall have no liability whatsoever for any damage to or loss or destruction of any hardware, software, files, data, or peripherals. You assume responsibility for impacts to or loss of any warranty associated with the opening of your computer for installation of an internal card (such as a Network Interface Card). You acknowledge that this is a fixed-location service for one personal computer only. Moving to another location will require the service to be re-provisioned at the new location. This may result in substantial interruption of the service and will result in fees associated with cancellation and setting up a new account. Early termination charges will apply even if the cancellation is for reasons of a move to another location. AEE does not represent or warrant that installation by you or a third party chosen by you will enable you to successfully access, operate or use the services, nor that such installation will not cause damage to your computer, data, software, files, or peripherals. In addition, AEE shall have no liability whatsoever for any damage, or for the failure to properly install, access, use, or operate that equipment or services because of your installation. The foregoing limitation of liability is in addition to and shall in no way be construed to limit any and all limitations of liability set forth elsewhere in this agreement. AEE will make its best effort to provide the service. Because of the complex nature of broadband services, availability, and the underlying infrastructure, it may not be possible to provide the service to everyone. In its sole discretion, AEE may cancel the installation process and refund any money that you have prepaid. AEE will notify you of its intent to cancel as soon as reasonably possible. AEE shall have no responsibility whatsoever for claims arising out of its failure or refusal to complete the installation or provide the service. Customers may NOT re-transmit this broadband Internet service or make the service available to anyone outside the premises (i.e. wi-fi or other methods of networking). PROXY Servers are NOT allowed under residential broadband modem accounts. Customers who attempt to connect more than one machine to a given broadband modem via proxy of any type (Win Proxy, Win Gate, etc.) without paying for additional IP's will have their services disconnected.

ENFORCEMENT OF TERMS AND CONDITIONS: Upon registration, you will receive a username, password, and account designation. You are solely responsible for use of the service. You must keep your password confidential so that no one else may access the services through your account. You must notify AEE immediately upon discovering any unauthorized use of your account. We will suspend your access or change your access to the Service immediately upon notification by you that your password has been lost, stolen or otherwise compromised. Unless you purchase a Static IP, you will be allocated a Dynamic IP address. AEE reserves the right to timeout inactive connections. Technical support may be limited to AEE broadband provided services, software and/or unmodified hardware. E-mail accounts exceeding 25MB (Res)/30MB (Bus) in size may be inactivated until you reduce the size of the mail being stored. Bandwidth usage exceeding the package allotment for your plan, as shown in the rate sheet for that plan, is considered to be more than normal usage. AEE will charge an additional amount per MB over the allotted amount of downloading and uploading usage. AEE reserves the right to change limits at any time without prior notice.

Monitoring the service: AEE has no obligation to monitor the services, but may do so and disclose information regarding use of the service if AEE, in its sole discretion, believes that it is reasonable to do so, including to: satisfy laws, regulations or requests to comply with applicable state and federal law; or to operate the service properly; or to protect itself and its subscribers. AEE may immediately remove your material or information from AEE's services, in whole or in part, which AEE, in its sole and absolute discretion, determines to infringe another's property rights or to violate our terms and conditions.

Broadband System & Network Security: Users are prohibited from violating or attempting to violate the security of the AEE Network and services, including, without limitation, (a) accessing data not intended for such User or logging into a server or account for which such User is not authorized to access, (b) impersonation of AEE personnel, (c) hacking or attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization, (d) attempting to interfere with, disrupt or disable service to any User, host or network including, without limitation, via a means of overloading, flooding, mail bombing, denial of service attacks or crashing, (e) forging any TCP/IP packet header or any part of the header information in any e-mail or newsgroup posting, (f) attempting to utilize another User's account name or persona without authorization from that User. Users are also prohibited from attempting any action designed to circumvent or alter any method of measuring of billing for broadband services. Violations of system or network security may result in civil or criminal liability. AEE will investigate occurrences which may involve such violations and may involve, and cooperate with law enforcement authorities in prosecuting Users who are involved in such violations.

Netiquette: The AEE Network and services may only be used in a manner that is consistent with the intended purpose of the AEE Network and services may be used only for lawful purposes. Users shall not use the AEE Network and services in order to transmit, distribute or store material: (a) in violation of any applicable law or regulation, including export or encryption laws or regulations; or (b) that may expose AEE to criminal or civil liability; or (c) that constitutes electronic junk mail or newsgroups. Users are further prohibited from assisting any other person in violating any part of the terms and conditions.

Inappropriate content: Users shall not use the AEE Network and services to transmit, distribute or store material that is inappropriate, as reasonably determined by AEE, or material that is indecent, obscene, pornographic (including child pornography), defamatory, libelous, threatening, abusive, hateful, or excessively violent.

Copyright: Material accessible through AEE Network and services may be subject to protection under privacy, publicity, or other personal rights and intellectual property rights, including but not limited to, copyrights and laws protecting patents, trademarks, trade secrets, or other proprietary information. Users shall not use the AEE Network and services in any manner that would infringe, dilute, misappropriate, or otherwise violate any such rights. If you use a domain name in connection with any of the AEE Network and services, you must not use that domain name in violation of the trademark, service mark, or other rights of any third party.

Harmful content: Users shall not use the AEE Network and services to transmit, distribute or store material that contains a virus, worm, Trojan horse, or other component harmful to the AEE Network and services, any other network or equipment or other Users. We make no representation or warranty that any software installed on your home computer or which may download from the Internet, any on-line service provider (other than us) does not contain any virus or other damaging or destructive attribute. If at any time your home equipment adversely affects AEE's network, AEE reserves the right to disconnect your connection until the problem is fixed.

Fraudulent/Misleading content: Users shall not use the AEE Network and services to transmit or distribute material containing fraudulent offers for goods or services, or any advertising or promotional materials that contain false, deceptive, or misleading statements, claims, or representations. In addition, Users are prohibited from submitting any false or inaccurate data in any order form, contract or online application, including the fraudulent use of credit cards.

Suspension/Termination: Any User which AEE determines to have violated any element of the terms and conditions may be subject to a suspension or termination of services, and if AEE deems it necessary, immediate suspension or termination of such User's service without notice. AEE may take such further action as AEE determines to be appropriate under the circumstances to eliminate or preclude repeat violations, and AEE shall not be liable for any damages of any nature suffered by any customer, User or any third party resulting in whole or in part from AEE's exercise of its rights under this paragraph.

General Provisions: User acknowledges the variety of subject matter and content found on the Internet or World Wide Web, and that it is User's responsibility to determine its suitability for members of User's household or business and that some content may not be suitable for viewing by children. User agrees to hold AEE harmless for liability resulting from the subject matter or content found on the Internet or World Wide Web. User agrees to pay all required regulation fees, and any local, state or federal taxes imposed or levied. AEE reserves the right to charge a service charge when User requests a modification of service to an existing account. User grants to AEE the right to enter upon or over the premises at the User's address at any time during regular business hours (after regular working hours with customer's consent) for the purpose of connecting the service, inspecting, adjusting, repairing, moving or removing rented equipment. If User at any time requests relocation of the service then a wire relocation fee based upon actual time and materials required to complete the relocation will apply. AEE is not responsible for the operation, maintenance, service or repair of User owned equipment or software including but not limited to PC workstations, printers, operating systems, application software, hubs, modems, routers, and local area or wide area networks used in conjunction with the services provided. AEE does not warrant files or data against loss or deletion even if kept on AEE servers. Best efforts will be maintained to maintain server files and backup capabilities. It is up to the User to ensure proper archiving and integrity of their data. Monthly service charges not paid within 45 days of date billed will be subject to disconnection without notice. There is a reconnection fee for services reconnected due to non-pay disconnection. AEE reserves the right to delete files on its servers from disconnected user accounts. Web page files, file storage, and emails may be deleted after disconnection and may not be available on reconnected accounts. In the event efforts are made by AEE to enforce any of the terms of this agreement, then AEE shall be entitled to recover AEE's attorney's fees from User, even if an action is not instituted or as the Court may adjudge reasonable as attorney's fees at trial, or on appeal of such suit, or action in addition to all other sums provided by law. User agrees not to duplicate, reproduce, or use AEE graphics for any purpose. In the event that AEE discovers that User is using said graphics, access will be immediately disconnected. All actions relating to this agreement shall be construed under the laws of the State of Alaska. User agrees that revisions to the terms and conditions are binding on the User and the User has the option to opt out of the revised terms and conditions by discontinuing service should the User choose to do so by giving the appropriate notice of the desire to discontinue service.

Miscellaneous

These terms and conditions constitute the entire agreement between you and AEE with respect to your use of the service. AEE may revise, amend, or modify the terms and conditions at any time and in any manner. Notice of any revisions, amendment, or modifications will be posted on Adak Telephone Utility's website under the "Windy City" tab (www.adaktu.net) and/or on your start up pages and/or by e-mail and/or in our various publications and mailings to you. By continuing to receive Internet service from AEE, you are indicating your acceptance of these terms and conditions.

If you are less than 18 years of age, the agreement must be accepted by a parent or legal guardian who is responsible for all charges and bears all liability related to the use of the service accounts. By accepting this agreement, the parent or legal guardian recognizes that AEE does not control content or subject matter of data or other information available on the Internet, and agrees to supervise any access to the Internet by minors.

PRINTED NAME

ACCOUNT HOLDER(S) SIGNATURE

DATE

WINDY CITY E-MAIL AND ONLINE ACCOUNT ACCESS GUIDE

Myaccount: For access to your account online.

URL: <http://myaccount.adaktu.net>

*Log-in with full email address and password.

Webmail: This link is for accessing your email over the internet.

URL: <http://webmail.adaktu.net>

*Log-in with full email address and password.

Setting up your Email Account in Microsoft Outlook or Outlook Express?

Where it asks for your email put in the email address that is setup for you.

In this case your email address is your **user-id** followed by **@adaktu.net**. I.E. if your user-id is **john** then your email would be **john@adaktu.net**. (If you have never setup a user-id & password or forgotten them, please call 611 and ask for Technical Support, we will be glad to assist you.

Check the following options:

Under **SERVER TYPE** check mark **POP3**.

Next to **Incoming Mail Server:** type **pop.adaktu.net**

Next to **Outgoing Mail Server:** type **smtp.adaktu.net**

For log-in name type your full email address and password

Need more in-depth instructions?

Go to <http://adaktu.net/index.php/internet>

In the Windy City Broadband page there will be a manual on features and advanced settings and a step-by-step instructions guide to setup your email account.

If you are unable to setup your e-mail account,

Call 611 and ask for Technical Support.

* If you did not fill in a user-id and password and/or did not call technical support for one to be setup, you need to call 611 and ask for technical support for one to be setup for you.