



Residential Subscriber Agreement

Billing:

Triple Crown Internet, Inc. (TCI) Services are billed in advance. A due date will be assigned based upon your install date, or you may choose a date for billing. Upon install, the install fee and one month fee is due. If a different date is chosen as the billing date, prorated charges up to that date will be added to the next bill.

Bills are due on the billing date and services will be disconnected if not paid within a 10 day grace period. There is a reconnect fee to turn on service once disconnected. If disconnected for 60 days, the equipment will be removed and it will require a new connection with a full install fee plus reconnect fee to renew services.

Payments:

For your convenience, our website at www.triplecrowninternet.com or www.tci-texas.com is linked to a billing and payment portal. You can pay online by credit card or check or PayPal. For credit card and check payments, you can set up recurring payments and never be late!

We will also accept checks or cash at our Plains TX office - there is a drop box next to the front door. Please use an envelope with your name and address written on it if you put cash in the drop box

Contracts:

There are NO LONG TERM COMMITMENTS required for our residential services. It is month to month. We believe if we provide a quality service, you will be happy to keep using it!

Usage:

TCI has provided a detailed Internet Services and Acceptable Use Policies at triplecrowninternet.com. By using TCI web access services, you are agreeing to these terms as a condition of service, please read this policy. This policy may change without notice, changes to this policy will be placed on TCI's Legal Notices Page.

Purchased data speeds are not guaranteed but are best efforts to provide. There are links to Speed Test services on the TCI website. These sites will give you a general idea of the performance you are receiving. Please note: TCI only controls the speed within the local network. Access to websites is dependent on many factors outside of our control. Network Congestion and the Number of connected devices are just a few examples of factors that affect perceived speeds. TCI utilizes 100 % Fiber Optics for internet backhaul services.

TCI Equipment:

TCI provides access equipment to the home or business to allow the access to the internet. TCI maintains ownership of this equipment as TCI property, up to and not including the Ethernet cable which connects to your router or computer. A router is required with hardwired and wireless access points to provide connections within your home or business. The router can be owned by the customer, or leased from TCI. TCI doesn't normally sell residential routers, You can use any Ethernet router sold at stores such as Staples or Best Buy. TCI does not

personally guarantee any routers owned by the customer, only the manufacturer's warranty applies. Leased Routers will be replaced if defective.

In the event of a disconnect over 60 days, or cancellation by the customer, or any violation of the Acceptable Use policy, or any other reason deemed necessary by TCI, TCI has the right to remove its property from the customers location. This right, including access needed to reach the equipment is expressly granted by the customer to TCI when the equipment is installed.

Trouble Reports:

Please report any problems or service outages to TCI by use of the reporting form on the website if possible, or if your web access is unavailable call the central office number and leave a report of the problem.

TCI will report known problems if possible, and scheduled outages on the TCI website and Facebook page.

TCI welcomes your feedback and suggestions. At TCI, we Strive to provide Robust and Reliable services to each community we serve.

Acceptance:

By signing on the Web Form or hard copy, the customer is indicating understanding and acceptance of this agreement and agrees to verbal acceptance of the installation of the TCI supplied internet access equipment at completion of the intallation.