



20000 E. Highway 88 · P.O. Box 1070 · Pine Grove · CA 95665

BROADBAND INTERNET SERVICE REQUEST

FOR VOLCANO USE ONLY	Service Order#
<input type="checkbox"/> New Install <input type="checkbox"/> Move	Account#
<input type="checkbox"/> Reconnect <input type="checkbox"/> Transfer	Install Date:

Service Address and Contact Information

Service Address: Same as Mailing address Has this address had service with Volcano in the past? Yes No

Last Name: _____ First Name: _____

Service/Physical address: _____ City: _____ State: _____ Zip: _____

Contact phone #: _____ Alt Contact phone #: _____ Email: _____

I, the undersigned, am authorizing Volcano Communications. to act as my representative to place a service order and to exchange information as necessary with Volcano Affiliates. This Authorization shall remain in effect for up to one year.

Broadband Data Rates

Data Rates up to:				Additional Notes	Price/month *	Wifi		Wifi Plus	
Downstream (Mbps)		Upstream (Mbps)							
	All	DSL/Cable	Fiber						
<input type="checkbox"/>	10	1	N/A	Not avail on Fiber	\$47.00	<input type="checkbox"/>	\$4.95	<input type="checkbox"/>	\$9.95
<input type="checkbox"/>	25	3	25		\$67.00	<input type="checkbox"/>	\$4.95	<input type="checkbox"/>	\$9.95
<input type="checkbox"/>	50	5	50	**	\$97.00	<input type="checkbox"/>	Free	<input type="checkbox"/>	\$5.00
<input type="checkbox"/>	100	30	100	**	\$127.00	<input type="checkbox"/>	Free	<input type="checkbox"/>	\$5.00

* An Internet Account Management fee of \$2.95/month is required for all levels of service.

** This speed may not be available in all areas

Additional Services

<input type="checkbox"/> Wi-Fi Router \$4.95	<input type="checkbox"/> WiFi extender \$3.00	<input type="checkbox"/> Protect IQ* \$3.00	<input type="checkbox"/> Experience IQ \$3.00	<input type="checkbox"/> Static IP Address \$5.00
Wi-Fi Name (SSID): _____				<input type="checkbox"/> Email Standard* \$0.00
Wi-Fi Password: _____				<input type="checkbox"/> Email Pro 3GB \$2.00

* Internet customers can have up to five (5) Volcano email addresses (example@volcano.net) at no additional charge. Contact our INTERNET tech support team at 209-296-7574 for more information following your installation.

* Protect IQ included with Wifi Plus.

Waiver of Installation Charges

In order to qualify for waived broadband installation and activation fees (normally \$150.00) I agree to continue the service for at least six (6) months. If I terminate service for any reason before the six (6) month period has expired, a fixed early termination fee of \$25.00 will be added to my account. After I have completed the initial 6 (six) month period at the fixed rate, my service will be month to month with no early termination penalty, but thereafter be charged by Volcano at current prevailing rates.

Not included in the installation are the following: Running new "home run" from the SNI (phone line, coax or fiber), Running new inside wire for homes with multiple telephone numbers and less than four (4) pair inside wires, installation of new outlets, connecting customer equipment to the network.

Additional Information

By signing below, I authorize installation of video and data services and equipment as shown above and acknowledge that I have read and agree to the Volcano Communications ISP Network Policies, a copy of which may be obtained through the Volcano Communications Business office or Online at <https://www.volcanocommunications.com/network-policies>

This information is submitted to obtain services and I certify that all information is true and complete. If this information is not complete or is untrue, I agree that service may be denied or discontinued. If this application is approved and service provided, the undersigned agrees to pay for all services rendered until such date as the Applicant notifies the Company that the service should be discontinued.

Signature of Applicant

Date