



XStream Fiber Residential Service Agreement

Service Agreement

XStream Fiber will provide to you the agreed upon services indicated below for the selected service period without raising monthly service rates of contracted services (XStream Fiber Price Freeze). The XStream Fiber Price Freeze does not include the cost of installation and equipment, taxes or late fees, or costs for other services outside of this agreement that you may incur. In return, you agree to pay the service fees for the duration of the service period.

Termination and Early Termination Fee

You may terminate this agreement for all of the listed services at any time by calling XStream Fiber at 218-429-0433 or 800-497-5310; however, you may be assessed an early termination penalty of up to 100% of the remaining balance of your contract. In addition, any applicable late fee, equipment fees, and taxes may be applied. Mille Lacs Energy Cooperative requires that the Optical Network Terminal (ONT) and batteries, if applicable, be returned to our office before any disconnection of service can be completed. The subscriber is responsible for notifying XStream Fiber to schedule an appointment for our technician to remove the equipment within 30 days of discontinuing service. The subscriber is responsible for any damage to the ONT or battery. Subscribers will be billed \$300 for a damaged or unreturned ONT and \$100 for a damaged or unreturned battery unit.

Suspended Service Plan

If you have received and paid for the service for at least 6 months, you may convert to a Suspended Service Plan. You can suspend service once per year for up to 6 consecutive months. Once you have restored your services, you must keep them active for 6 months before you are eligible to suspend them again. The monthly service fee for the Suspended Service Plan is \$20.00 per service. Your regular service fee for the billing periods in which you switch into and out of the Suspended Service Plan will be pro-rated to reflect the difference between the monthly service fee and the Suspended Service Plan fee. The months in which you receive the Suspended Service do not count towards the minimum service term of your contract.

Other terms and conditions

The offer is available to residential subscribers only. After the XStream Fiber Price Freeze guarantee term expires, unless you otherwise notify us, XStream Fiber will continue to provide all of the services to you on a month-to-month basis at our then-current standard monthly prices for such services.

Service Term: 24 months

Subscriber Name _____ Phone number _____
Please print

Subscriber Signature _____ Date _____

Account No. _____ Installation date _____ Installation charge: Yes No

Deposit required: Yes No

XStream Fiber Internet Monthly Fee:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50MB	250MB	500MB	1GB
\$50.00	\$85.00	\$100.00	\$300.00

XStream Fiber Wireless Plan: Yes No
\$7.95/Month (Wireless router and support)

\$50 Connection charge (one time)

Check Bill

XStream Fiber Service from Mille Lacs Energy Cooperative
36559 US Hwy 169 | PO Box 230 | Aitkin MN 56431
218-927-2191 | 800-450-2191 | www.mlecmn.net