Last Updated: 11/19/2009

BROADBAND AGREEMENT

We are pleased to offer Broadband service FREE to most residents of Looking Glass. Please note that you should not de-activate any existing broadband service until you are satisfied that the service provided by Looking Glass meets your needs.

To activate your Broadband service, each tenant must do the following:
1.Complete this document, sign, and date it at the bottom.
2. Read the Terms and Conditions of Use and Operating Policy found at www.lookingglassapartments.com under "resident services" Pay especially close attention to the 4 bolded items in the Internet Operating Policy.

Keep in mind the following REQUIRED conditions of use:

1. You must use computer firewall protection. The method I use is called: _____
You must use anti-virus protection. The program I use is called: _____
You must keep your Windows updates current. My operating system is: _____
If you don't use appropriate protection, your computer will likely be hacked into and/or it may become infected with a virus or worm. Removal of viruses, worms, and restoration of your computer or backup of your computer files is your responsibility.

2. You are prohibited from file sharing, operating a server, or any other task(s) that uses excessive bandwidth. If you do, we will throttle down or disconnect your connection. If you need larger amounts of bandwidth, contract for another internet service such as Cox Cable Broadband or DSL.

3. If you think your Ethernet wall outlet is not working, we will check it for you. However, if it is working properly, we charge a $25 testing fee. If it is not working, there is no charge, and we will try to fix your service ASAP.

4. If you install your own internet router (wired or wireless, single or multi-port) be sure it is installed according to the manufacturer's instructions or installation CD, including: password protection, disabling DHCP, and plugging the Ethernet cord from the wall to a numbered port and NOT the uplink port. An incorrect installation can cause problems for internet users throughout Looking Glass. If we detect an incorrectly configured router on the network and trace it to your apartment, we charge a $40 diagnostic fee and will disable your connection until the router is installed correctly. ____ Initial Here

4. We do not provide support beyond bringing service to the Ethernet jack in your bedroom. If you do not know how to set up your broadband connection or to protect your computer, find someone to help you. Our staff does not have that capability.

In order to activate your broadband service, we need to know which bedroom you occupy.

I live in Building A, C, D, F, EN, ES, or DS
Unit Number: _____
As I walk in the front door, my bedroom is the
FIRST (A) or _____
SECOND (B) _____
bedroom that I come to.

For future reference, the first bedroom is known as bedroom **A**, the second is called bedroom **B**.

I have read and agree to the Internet Use Agreement and the Internet Operating Policy found at www.LookingGlass-Apartments.com and which are incorporated into this agreement by reference.

_____ Phone number: _____ Date: _____
Signature

_____ Email address: _____
Printed name