

MAC Address:

Account Number:



Loma Linda Connected Community Program
City of Loma Linda, 25541 Barton Road, Loma Linda, CA 92354
(909) 799-4469

LLCCP Subscriber Agreement:

I wish to sign up for High-Speed Internet Service with the City of Loma Linda. I understand I will receive a two month pre-payment invoice that is refundable if and when I discontinue service and that I will automatically be billed at the lowest available rate (\$29.95), bi-monthly on my utility bill unless I notify the City that I wish to discontinue the service. I understand that there are 3 connection speeds available and I can notify the City if I wish to select a speed other than the 5 Mbps for \$29.95.

Should I choose to discontinue the service, I understand that I must return the equipment that was initially installed (Residential Gateway) within 10 days. I understand that if I fail to return the equipment, I will be billed for the cost of replacement, which is \$700.00

Plan Selected (circle one): 5 Mbps (\$29.95) 10 Mbps (\$49.95) 15 Mbps (\$99.95)

Primary Account Member (first name, last name):	Service Address (address, city, state, zip):
Secondary Account Member (first name, last name):	Service Address (address, city, state, zip):
Contact Information:	
Home Phone: () _____ - _____	Cell Phone: () _____ - _____
Work Phone: () _____ - _____	E-mail: _____

A working internet connection has been demonstrated: _____

Subscriber Signature: _____

Date: _____

Installer Signature: _____

Date: _____

The Loma Linda Connected Community network is capable of forwarding IP packets 99.99% of the time, averaged over a calendar month. Loma Linda Connected Community IP network includes the customer access port, backbone network, and Loma Linda Connected Community owned and controlled routers and circuits, including any transit connections. Loma Linda Connected Community Network Availability does not include the customer's Local Area Network (LAN), local access circuit (e.g. local loop), Customer Premise Equipment (router or CPE). Service level assurance does not include scheduled and unscheduled maintenance events, customer caused outages or disruptions, interconnections to or from and within other Internet Service Provider (ISP) networks or hosting services, and force majeure events including, but not limited to floods, earthquakes or other acts of God, war, civil commotion, riots, strikes, picketing, or other labor disputes, or damage to work in progress.

Resident Plan	Data Rate	Price per Month
LLCCP 5	5 Mbps	\$ 29.95
LLCCP 10	10 Mbps	\$ 49.95
LLCCP 15	15 Mbps	\$ 99.95
Static IP Address		\$ 20.00

*NOTE: No QoS, Best effort data speeds

The Customer Care team will respond to service incidents within normal city business working hours, make best effort progress to resolving the problem, and update status regularly.

Except as provided herein, LLCCP makes no other warranties, express or implied, as to any matter whatsoever, including, without limitation, the condition of the network or LLCCP's product(s), their merchantability or fitness for any particular purpose. Without limiting the generality of the foregoing, LLCCP makes no warranty with respect to any non-LLCCP products, including but not limited to non-LLCCP networks, access ports, routers, circuits, and/or transit connections, products or software, or 3rd party software.

In no event shall LLCCP, its advisory board, or the City of Loma Linda, its elected officials, officers, employees, or agents be liable under any claim, demand, or action arising out of or relating to its performance or lack thereof under the Service Agreement for any special, indirect, exemplary, or consequential damages resulting from, associated with, or relating to Customer's use of the LLCCP network or its products. Customer further forever releases LLCCP, its advisory board, and the City of Loma Linda, its elected officials, officers, employees and agents from all claims relating to the Service Agreement and Customer's use of the LLCCP network.

PRIVACY POLICY

This privacy policy explains how Loma Linda collects, uses and discloses the information of users of the Loma Linda Connected Community Program (LLCCP) Services.

COLLECTION OF YOUR INFORMATION

When the user registers for Services, LLCCP collects personally identifiable information including (but not limited to) your name, home address, email address, telephone number, and how you found out about the service. LLCCP also collects personally identifiable information when Users communicate with LLCCP by sending email messages or other correspondence, or when Users submit online forms and other such items to LLCCP.

USING YOUR INFORMATION

LLCCP may store personally identifiable information to manage your account. LLCCP will not share user personally identifiable information without users consent. However, LLCCP may be, under certain circumstances, subject to certain state disclosure laws, including but not limited to the California Public Records Act. That being said, LLCCP will not disclose any User information other than that which it is legally required to produce pursuant to valid court order or records request.

CONTENT

LLCCP, its vendors, or its employees will not monitor user content, behavior, equipment, or the sites visited. LLCCP does not review data, documents, materials, or information before they are transmitted through the service.

LLCCP provides an unfiltered connection to the Internet. LLCCP will have no liability related to the content of any such communications. User is solely responsible for all content. LLCCP will not control content accessed, viewed, posted, emailed or otherwise transmitted or received via the Service, and does not guarantee the accuracy, integrity or quality of such content. User understands that by using the Internet, user may be exposed to content that is offensive, indecent or a violation of individuals' or proprietary rights. User is solely responsible for using reasonable efforts to screen unwanted material. Under no circumstances will LLCCP be liable for any content, regardless of where it originated.

Users of the service will have access to millions of websites maintained by third parties with whom LLCCP has no relationship. These third parties may collect and aggregate personally identifiable information about users through their websites, banner ads, forms, and other methods. The information practices of those third parties are not covered by this privacy statement. LLCCP has no control over and is not responsible for the practices or the conduct of these other companies

SECURITY

LLCCP Service accounts may have password protection. LLCCP recommends that user does not divulge passwords to anyone. LLCCP, its vendors, or its employees will never ask you for your password in an unsolicited phone call or in an unsolicited email.

LLCCP has instituted security measures in LLCCP physical facilities to protect against the loss, misuse or alteration of information that we have collected from users. Please keep in mind that no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, LLCCP cannot guarantee the security of any information user transmits using LLCCP Services, and user transmits such information at their own risk. LLCCP further does not assume responsibility for use or disclosures of user information that are the result of unauthorized or illegal access to LLCCP systems or those of LLCCP vendors or partners.