

High Speed Internet (HSI-DSL/Fiber optic) Terms and Conditions

Standard Terms and Conditions also apply.

AWI is pleased to bring you High Speed Internet (HSI-DSL/Fiber optic) Service. The additional HSI-DSL/Fiber optic terms and conditions are as follows:

1. 1 year term of Agreement: 1 year shall be the initial term. After which, service will continue on a monthly basis. Initial term begins the day in which the HSI-DSL/Fiber optic line is successfully installed and recorded into our database. If AdamsWells cannot successfully deliver service, this terminates the Agreement without penalty.
2. HSI/DSL service is a digital signal that uses fiber optic technology or the high frequency portion of your copper phone line. Numerous HSI/DSL bandwidth packages are offered by AdamsWells. Standard HSI/DSL (over copper wires) works up to approx. 18,000 feet (about 3 miles) from the remote HSI/DSL equipment. In some cases HSI/DSL service can be extended past the 18,000 feet limit. HSI/Fiber optic over Fiber Optics is generally not limited by distance.
3. AWI will provide access to the Internet and email services. Reselling services or sharing bandwidth or other services is prohibited, unless an internet reseller is approved, in writing, by AdamsWells Internet (Craigville Telephone Co., Inc.). Special provisions are based on individual case basis. No server-based equipment is allowed unless approved by AWI. Malicious and/or abusive Internet traffic originating from customer location is prohibited and will result in termination of service.
4. Billing begins when service is activated and customer has in possession a configured HSI/DSL modem or for a fiber optic connection when the service is installed at the customer premise. Billable service rates may be paid by cash, check, money order, or credit/debit card. Any installation charges and/or equipment charges must be paid in full at time of order. If AdamsWells is unable to provide service to your location, you will receive credit (21 days for checks) for activation/equipment charges after all equipment is returned to the AdamsWells office in working condition. Please keep AdamsWells informed of any changes pertaining to service location and billing information.
5. Customer is considered in default of Agreement if payment is not received within 10 days after notice has been sent via US Postal Service or for any other breach of Agreement not remedied within 10 days after notification. If in default of this Agreement, all services provided by AdamsWells may be suspended or terminated without further notice. If terminated before end of the 6 month Agreement, the Customer is responsible for balance remaining to complete the 6-month Agreement.
6. Actual HSI/DSL transmission speeds may vary due to such factors as length and quality of telephone line serving the customer premises. AdamsWells may terminate the Agreement, without liability, if not able to provide, repair, or maintain service to the premises.
7. AdamsWells is not responsible for service issues related to your computer, network, hardware, software, or inside wiring. If you experience substantial reduction in quality of service, please notify AdamsWells and good-faith effort will be made to restore service for issues not mentioned above.
8. AdamsWells is offering free use of a HSI/DSL modem or Battery Back-up (fiber optic customers only). The Customer is responsible for this device. If any equipment provided by AdamsWells is subject to physical or electrical stress, misuse, neglect, accident or abuse, or damaged by any other external causes, customer is responsible for replacement at \$70.00. Customer will be issued another HSI/DSL modem or Battery Back-up after replacement fee is paid. All electronic equipment (including the HSI/DSL modem) should be protected with a surge protector that has both power and telephone line protection.
9. AdamsWells is not responsible for inside wire/premises equipment problems, defects, or maintenance. An hourly service rate applies to work performed by AdamsWells. Please call for current hourly rate.
10. If a HSI/DSL modem or Battery Backup is not returned to AWI after disconnecting service, a charge of \$100.00 will be added to the final bill. If the modem is returned, AdamsWells will credit your account on the next billing cycle.
11. Customers disconnected for any reason, please note the following requirements:
 1. A \$49.00 connection fee plus 1st month in advance will be required before service is ordered.
 2. 1 year term of Agreement: 1 year shall be the initial term. Please see 1 thru 9.