



## COMMERCIAL SERVICE AGREEMENT

We value your business and want to make sure that you are informed about our network management, usage limits, content sharing and security policies.

Please take a moment to review the following guidelines for your internet service.

### “Express” Internet Usage Limitations

#### Network Management

TV Cable of Grayson County is committed to the ongoing management of its network to improve its service offerings, protect customers, and create new services and enhancements for its High Speed Internet subscribers.

Network management may include, without limitation, the following actions: rate limiting of email (as set forth in our email policies), rejection or removal of "spam" or otherwise unsolicited bulk email, port blocking, cyber security mechanisms (including identification and blocking of viruses, phishing sites and other malware), measuring subscriber bandwidth usage, traffic prioritization and protocol filtering. TV Cable of Grayson County manages its network for the greatest benefit of the greatest number of subscribers.

The network management actions implemented by TV Cable of Grayson County may affect the performance of the Service from time to time, although TV Cable of Grayson County strives to minimize any impact. TV Cable of Grayson County may enforce limits on specific features of the Service including, without limitation, email storage (including deletion of dormant or unchecked email) and bandwidth allowances.

Please be advised that data limits are applicable to your use of internet service, depending on your service package. You are responsible for ensuring that your usage does not exceed the applicable limit according to your service package, in order to prevent any slowdown or interruption of your high speed internet service.

In order to determine your data limit and monitor your data usage during the billing period, please log in to [www.graysoncable.com](http://www.graysoncable.com).

#### Available Packages

Express Lite	Express Silver
Express Residential	Express Gold
	Express Platinum

#### Agreed Initial Term

The initial term of this agreement shall be twenty-four (24) months, which shall automatically renew on a monthly basis unless you give written notice as provided in the Commercial Terms of Service. You may terminate this agreement prior to the end of the Initial Term, subject to an Early Termination Charges as provided in the Commercial Terms of Service.

#### Content Sharing

You may not use the High Speed Internet Service to post, copy, transmit, or disseminate any content that infringes the patents, copyrights, trade secrets, trademark, moral rights, or proprietary rights of any party. TV Cable of Grayson County assumes no responsibility, and you assume all risk regarding the determination of whether material is in the public domain, or may otherwise be used by you for such purposes. Additional terms are contained in the Terms of Service, the Acceptable Use Policy referred to below.

#### Security Policy

You are responsible for (a) the security of any device connected to the Service, including any data stored on that device, (b) implementing appropriate security precautions for all systems connected to the Service to protect against threats such as viruses, spam, and other malicious intrusions, and (c) enabling the security of any wireless (Wi-Fi) networks connected to the Service. You may not use the Service to post, copy, transmit, or disseminate any content that infringes the patents, copyrights, trade secrets, trademark, moral rights, or proprietary rights of any party. TV Cable of Grayson County assumes no responsibility, and you assume all risk, regarding the determination of whether material is in the public domain, or may otherwise be used by you for such purposes. Additional terms are contained in the Terms of Service and the Acceptable Use Policy referred to below.

Any wireless network installed by the customer or a TV Cable of Grayson County representative that is unsecured or "open" and connected to the TV Cable of Grayson County network is prohibited. You authorize TV Cable of Grayson County to use technology to detect unsecured Wi-Fi networks associated with your use of the Service. If an unsecured Wi-Fi network is detected, TV Cable of Grayson County will notify you to enable the Security on the Wi-Fi device.

Customers may not resell, share, or otherwise distribute the Services or any portion thereof to any third party without the written consent of TV Cable of Grayson County. Additional terms are contained in the Commercial Terms of Service, the Acceptable Use Policy, and the Privacy Policy referred to below.

#### Acceptable Use Policy, Privacy Policy and Terms of Service

In addition to this Commercial Service Agreement, you also agree to be bound by the Acceptable Use Policy, and the Privacy Policy posted at [www.graysoncable.com](http://www.graysoncable.com), and the Commercial Terms of Service you received with the Agreement. If you do not agree to be bound by any provision of the policies or terms of service, you must discontinue your use of services, and terminate your account.

#### Modem Rentals

If you are renting one or more modems from TV Cable of Grayson County Internet Service, you will be responsible for returning each modem in good working condition with all accompanying cords.

\_\_\_ **Wireless modem.** Failure to return a wireless modem will result in your account being charged a \$100.00. If cords are not returned with the modem, a charge of \$20 will apply.

\_\_\_ **Internet modem.** Failure to return an internet modem will result in your account being charged a \$100.00. If cords are not returned with the modem, a charge of \$20 will apply.

\_\_\_ **Phone modem.** Failure to return a telephone modem will result in your account being charged a \$120.00. If cords are not returned with the modem, a charge of \$20 will apply.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

**Enjoy your TV Cable of Grayson County  
High Speed Express Internet Service!**

For internet technical support, contact **1-877-259-0179**.  
Technical Support available 24 hours a day, 7 days a week!