



NORTHLAND BUSINESS CLASS SERVICES
Service Order Agreement

Account:

CUSTOMER INFORMATION
Company Name: COMPANY ("Customer")
Billing Address: Address1, Address2
SS#/FEIN#:
ORDER TYPE
New \_\_\_
Renew \_\_\_
Change \_\_\_

CONTACTS table with columns: Name, Email, Mobile, Office, Fax. Rows include Customer Contact, Northland Contact, Site, Technical, Billing, Other.

SERVICES & FEES table with columns: Description, Monthly Recurring Fee\*, Non-Recurring Charge\*. Includes Broadband Business Internet, Business Class Voice, Ethernet Fiber Solutions, and a checkbox for 'See attached Business Services & Fees Schedule'.

DEMARCATON POINTS
Location 1
Location 2

SPECIAL TERMS AND CONDITIONS

INITIAL TERM [ ] Requested DUE DATE [ ]

TERM The Initial Term of this Service Order Agreement shall begin on the date installation is completed and shall continue for the Initial Term indicated herein.

ENTIRE AGREEMENT The terms and conditions set forth herein, together with Northland Communications Business Class Services Terms and Conditions (the "Terms and Conditions") which are available at www.yournorthland.com and are incorporated as though fully set forth herein, comprise the entire agreement between the parties.

E911 NOTICE Northland's digital phone service (the "Phone Service") may have the E911 limitations specified below:

- In order for your 911 calls to be properly directed to emergency services, Northland must have your correct address.
- The Phone Service uses the electrical power in your home or place of business.
- Calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure or another technical problem.
- Prior to changing your physical address, you must call your local Northland office and provide your new physical address.

USE OF THE PHONE SERVICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES YOUR ACKNOWLEDGMENT OF THE E911 NOTICE ABOVE.

Agreed:

COMPANY

By:
Printed Name:
Title:
Date:

Accepted this \_\_\_ Day of \_\_\_, 20\_\_
Northland
By:
Title: