

LNE Communications – Internet Service Terms and Conditions

1. This is an agreement between LNE Communications (Company) and you (customer) to provide Internet Service. By establishing an Internet account the customer agrees to be bound by this Agreement and to use the Service in compliance with LNE Communications Acceptable Use Policy.
2. Term. The term of this agreement is for an initial term of twelve (12) months, automatically renewing on a month-to-month basis at the end of the initial term. If customer is not satisfied for any reason within the initial 30 days, customer may terminate this agreement by giving written notice. Termination of the service does not release customer from liability for charges due under this agreement. LNE reserves the right to modify the price of Internet services with 30 days advance notice.
3. Internet services are provided by LNE Communications. Internet Service can vary depending on location, IP traffic, customer's CPU speed, operating system and other factors beyond the control of LNE Communications. Internet service is provided on a 'best effort' standard and does not guarantee upload or download speeds. LNE Communications does not warrant or guarantee Internet services are suitable for any individual application or specific purpose. Application providers may, from time to time, modify specific program designs which may require additional bandwidth or increased Internet capacity.
4. Telephone technical support is provided by LNE Communication through a third party provider. This service is available upon activation of your account by dialing 1-800-205-1110.
5. Cancellation. Customer agrees to contract term as indicated on Application for Service. If you are dissatisfied with your service or any related terms, conditions, rules, policies or practices, you may discontinue using the Service, cancel your account, and pay any cancellation fees that apply. Termination of the service does not release you from liability for charges under this agreement. Customers may cancel their account by contacting LNE Communications at (563)678-2470. Cancellation will be effective at the end of the current billing period in which notice of cancellation is received. Upon cancellation, email service will be terminated and all data and files stored on all servers will be permanently deleted (File cannot be recovered or restored after deletion).
6. Payment is due as specified on the monthly invoice. Failure to pay in full when due may result in disconnection or suspension of service. A service charge will be required to re-establish suspended Internet service. You are responsible for any charges to your account. Questions regarding charges to your account should be directed to our business office at (563)678-2470. All charges are considered valid unless disputed in writing within 30 days of the billing date.
7. Damage or Loss of Information. Under no circumstances shall LNE Communications be liable to Customer or any third party for loss of information or damage to Customer's hardware, software or other equipment used by Customer to gain access to the services provided by the Company. The Company is not liable and cannot be held responsible for any damages caused by Company's installation or repair of such equipment at Customer's request.
8. Company's obligation is to install and test Internet connection at the customer's premise using a LNE Communications computer. The customer is responsible for all connections and networking to customer owned equipment. LNE Communications offers basic installation services; however trip fees, labor, and material rates will apply.