



Garden Valley Telephone Company

Internet Service Fact Sheet

What You Need To Know:

Terms and Availability:

- All 24 Garden Valley exchanges. (Restrictions apply)
- Subscriber must be within 18,000 cable feet of a Garden Valley central office, an AFC cabinet or when served by fiber-to-the-home to be eligible for DSL service.
- Your line must be qualified by Garden Valley as capable of receiving the service.
- Customer must agree to abide by the Acceptable Use Policy available at www.gvtel.com.
- DSL service is not for resale or shared use between multiple entities.
- Garden Valley phone service is required for High-Speed Internet.

Suggested Minimum Equipment Recommendations:

- DSL modem: Garden Valley has modems available for sale that are listed as compliant with provisioning equipment. DSL modem is not required when served by fiber-to-the-home.
- Computer: Windows 98, Pentium IV 1GHz processor, 20MB free hard drive space, 256MB RAM, CD-ROM
Macintosh - Mac OS 8, 9, or OSX. Internet performance is dependent upon the DSL speed selection along with your computer specifications.
- Telephone line filter: (either one for the entire building or one for each phone) to remove "data noise" caused by the frequencies of the DSL service. Garden Valley provides one filter with a basic installation.
- Firewall protection is HIGHLY recommended.
- Surge protection with an uninterruptible power supply is HIGHLY recommended.

Pricing and Fees:

- \$185 basic installation fee. This fee will be waived if subscriber commits to 6 months of service. If subscriber fails to meet 6 month commitment, a \$50 early termination fee will be assessed. The basic installation fee includes - installation to the telephone protector with one telephone line filter and connections to the DSL modem. Additional installation charges apply if additional wiring, jacks, telephone filters, modem installation, computer configuration, network interface card (NIC) installation or any other custom installation is required. Installation charges are billed in full on the subscriber's first billing.
- DSL Basic Service Rates (includes unlimited Internet service, 1 private IP address and 1 mailbox).
- Actual service speeds may vary depending on the distance from the central office, subscriber's computer/equipment, and limitations of Internet hosting and transmission facilities.
- Other Possible Fees or Equipment:
 - Additional installation charges for time and materials if beyond basic installation.
 - Static/Routable IP Address - \$10 per month.
Additional Private IP addresses – \$3 per month per IP address (*available by request*).
 - DSL service change ~ \$15 per occurrence
 - Internet account change ~ \$10 per occurrence
 - DSL reconnect fee ~ \$15 per occurrence
 - ADSL2 modem lease ~ \$3.50 per month
 - VDSL2 modem lease ~ \$8.00 per month
 - DSL suspended service ~ \$30 (*commitment date will be extended at the time of reconnect for the same length of time the account was suspended*)
 - Filters, hubs, firewall protection
 - Additional mailboxes - \$1.25 per month / per mailbox

Technical Support:

DSL service troubles may be reported by calling 800-448-8260. Garden Valley is responsible for expenses associated with the repair of its DSL facilities up to the protector outside the subscriber's premise. Please be aware that if Garden Valley technicians are called to repair a trouble caused by subscriber-owned computer equipment, software, inside telephone wire, etc., the subscriber may be billed for the service call at current time and material rates. Time-and-a-half and double-time rates will apply to service calls made after-hours, on weekends, and holidays. Garden Valley provides free phone assistance for configuring subscribers' browser programs, e-mail programs, and for basic trouble-shooting.

For this assistance, call 877-546-7495 between 8 a.m. and 10 p.m., Monday through Friday; between 10 a.m. and 6 p.m. Saturdays; and between 2 p.m. and 8 p.m. on Sundays.

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DSL Security:

No computer system is completely secure when connected to the Internet regardless of the access network technology in use.

Firewalls:

If data security is an extremely high priority for you, and your computer contains highly sensitive, proprietary, or mission critical data or you are hosting an Internet server, you may wish to purchase and install a "firewall." Firewalls offer the greatest possible protection from unauthorized access to your computer and its contents. Firewall software is available from various computer and networking equipment retailers.

Below are a few Internet links to personal firewall software manufacturers. Garden Valley is not associated in any way with the vendors below and is not responsible for the accuracy of the information at their web sites.

For Windows based PCs:

- [ZoneAlarm](http://www.zonelabs.com) from Zonelabs (FREE DOWNLOAD). www.zonelabs.com
- [BlackICE Defender](http://www.networkice.com) from Network Ice. www.networkice.com
- [Norton Internet Security](http://www.symantec.com) from Symantec. www.symantec.com
- [McAfee Personal Firewall](http://www.mcafee.com) from McAfee. www.mcafee.com

For Macintosh:

- [DoorStop Personal Firewall](http://www.opendoor.com) from Open Door Networks Inc. www.opendoor.com
- [NetBarrier](http://www.intego.com) from Intego. www.intego.com

Computer Operating System Security:

In order to protect the information and files that reside in your computer, we recommend the following:

1. For Microsoft Windows and Macintosh operating systems, **disable** File and Print Sharing.
 - File and Print Sharing allows users who have a physical connection to your computer the ability to access your files.
 - File and Print Sharing default is set to **off**.
 - If your computing needs require the use of File and Print Sharing, make sure the password protection is turned on so only users authorized by you are able to access your files.
 - You can visit <http://www.microsoft.com/security> for additional information about Microsoft security.
 - You can visit <http://netsecurity.about.com> for additional information about Macintosh security.
2. Note that there are a number of other applications, including but not limited to Web servers, FTP servers, and Email servers that allow your computer to be accessed from the Internet. If you must use these types of applications, you need to understand the security risks associated with each particular application. Contact the appropriate software manufacturer for more information about specific software.
3. Use virus-scanning programs and set up passwords on all machines.

Physical System Security:

There are several reliable methods to avoid unauthorized access and illegal intrusions into your computer equipment. Obviously the easiest and the most reliable way to prevent these unauthorized intrusions is to turn off your DSL modem and/or your computer when you are not using them. However, be aware that if you do turn off either your PC or modem, you will disable the "always on" benefit of Garden Valley DSL service.