



# The Residences at 900 North Michigan is hotWired!

Scorchingly fast, ultra-reliable, secure Internet connectivity.  
Experience the elegance, simplicity, and speed of hotWire Internet.  
Included in your assessment.\*  
**No installation fee ever!**

## Sign up today!

Up to 3 Mbps Upload / 3 Mbps Download<sub>1</sub>  
Installation GUARANTEED within 7 business days!<sub>2</sub>  
Excellent Customer Service!  
Always-on connectivity!  
No Required Equipment!<sub>1</sub>  
Web-Based Email!

Complete and return the Service Order Form and our Residential Service Agreement. Fax your order to 312.850.5208

For information call us at 312.850.5490 or visit us on the web  
<http://www.hotWireInternet.com/>

\* The cost of Internet service is included in your assessment. 1. Computer must be network ready. 2. Actual speeds may vary. 3. Installation guaranteed to occur within seven business days from receipt of completed and signed Service Order Form and Residential Service Agreement. Exceptions apply.

# onshore.net Service Order Form



The following information will be kept strictly confidential. Please provide information for up to two (2) account holders. This information will be used for notification for access to account and billing information, as well as account changes (please note that the secondary contact will have full access and can change privileges).

## Your onShore hotWire service includes:

- 2 Email accounts.
- 250 MB/email/file/web storage!
- Installation

### 1 Select one or more additional services:

- \$9.99 Additional email account (monthly) \_\_\_\_\_
- \$9.99 Static IP (monthly) \_\_\_\_\_
- \$9.99 Additional file/web storage 10MB (monthly) \_\_\_\_\_
- \$5.99 Additional Ethernet Cable \_\_\_\_\_
- \$150 Custom onsite support fee per hour (1 hour minimum) \_\_\_\_\_

### 2 Enter quantity for each additional service:

### 3 Enter your Contact Information:

Primary First/Last Name:	Secondary First/Last Name:
Mother's Maiden Name:	Mother's Maiden Name:
Day Phone:	Day Phone:
Evening Phone:	Evening Phone:
Current Email:	Current Email:
Requested User Name 1: _____@onshore.net	Alternate User Name if first is taken:
Requested User Name 2: _____@onshore.net	Alternate User Name if first is taken:
Address	Suite/Floor
City / State	Zip

### 4 Fill out the attached (AAPP) form if you prefer payments to be deducted directly from your checking or savings account.

### 5 Enter your credit card information ONLY if you have selected additional services in section 1.

<input type="checkbox"/> Mastercard <input type="checkbox"/> Visa <input type="checkbox"/> American Express <input type="checkbox"/> Discover Card		
Name as it appears on the card:	Signature: <b>X</b>	Date:
Card Number:		
Expiration Date:		
Address	Suite/Floor	
City / State	Zip	

### 6 Please read and sign the attached Residential Service Agreement. Your order cannot be processed without a completed Service Order Form and a signed Residential Service Agreement. If you have questions please call 312.850.5490.

( Fill out this form ONLY if you have selected the ACH option, automatic deduction from your bank account )



# Authorization Agreement For Pre-Authorized Payment (AAPP)

Initiated by onShore Networks, LLC.  
(hereinafter referred to as onShore)

I(We) hereby authorize onShore to initiate debit entries or charges to my(our) account, indicated below, for the payment of hotWire Internet service, and the depository named below, hereinafter called Financial Institution, to debit the same to such account.

**New Billing Information**

**Change to Existing Billing**

**Client Information:** (Please Print)

Client Name:
Account Number:

**Bank Account Information:** (Please Print)

Name as it appears on the account:	
Full Name of Financial Institution:	
Full Address of Financial Institution:	
City / State	Zip

**Type of Account:**  **Checking**

**Savings**

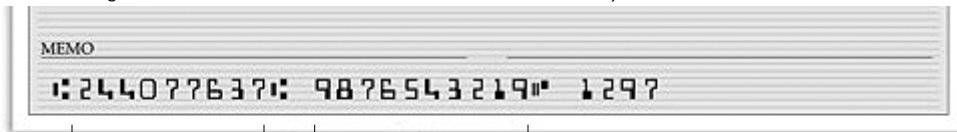
**Financial Institution's Routing/Transit Number:**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Account Number:**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

The routing number and account number can be found at the bottom of your checks.



bank routing number

account number  
(first 9 digits)

## [Please attach, or fax with your order, a voided check specimen]

All debits to the account will be electronic if the financial institution is an ACH member.

**This authority is to remain in full force until onShore or Financial Institution has received written notification from me (us) of its termination in such time and such manner as to afford onShore and Financial Institution a reasonable opportunity to act on it.**

Signature of Account Owner:

Date:

Signature of Other, if joint:

Date:

# onShore Networks, LLC. Residential Service Agreement

(your order cannot be processed without signing and delivering this agreement)

Agreement made this \_\_\_\_ day of \_\_\_\_\_, 20\_\_ by and between onShore Networks, LLC., an Illinois Limited Liability Corporation, hereinafter referred to

as "onShore", and \_\_\_\_\_, hereinafter referred to as "User"

## 1. Services Covered

This agreement covers all building network services provided by onShore, including but not limited to, connectivity to the Internet, Web hosting, mail handling, and domain name service.

## 2. Acceptable Use

2.1 User agrees not to resell or otherwise redistribute services provided by onShore, except as expressly allowed for in the service description. Specific limitations are as follows:

2.2 User cannot sell connectivity services or otherwise charge or barter connectivity fees to other parties.

2.3 User may host Web and other Internet services via onShore connectivity, provided they are for personal and non-commercial use.

2.4 User agrees to comply with all laws and regulations in connection with the use of onShore Inc. services, its account(s) and the Internet including, without limitation, copyright laws. Please refer to our Acceptable Use Policy located online at <http://www.onshore.com/services/online/aup.shtml> for a full description of User responsibilities.

## 3. Payment and Cancellation Terms

3.1 Recurring charges (typically monthly) are payable within thirty (30) days of the date of invoice from onShore, or as per the quoted prepayment rate and schedule. If User chooses to submit payment via credit card, User authorizes onShore to initiate charges in the agreed amounts to that designated credit card.

3.2 If payment is not received within the time stated in paragraph 3.1, onShore may immediately terminate all services to User under this or any related agreement, and may use any legal means to obtain full payment. In the event onShore agrees to reinstate service following default, User shall deposit a sum equal to three months charges to be held to secure payment of all costs, expenses and fees. In the event of a termination of this agreement without fault, such deposit shall be refunded to User. User further agrees to pay all reasonable attorneys fees, expenses and costs incurred by onShore in enforcing the terms of this Agreement and agrees that interest at the rate of 1.5% per month shall accrue on all balances which remain outstanding more than ten days after due date.

3.3 Cancellation of service must be made in writing (email, fax, US Post) prior to the cancellation date. Partial terms will not be credited (partial month nor partial year for annual contract).

3.4 User agrees that all provided equipment (device, cables, remote, etc.) are in good working order. Upon termination of this agreement, Users with onShore-issued equipment are required to return all equipment to onShore within 10 days of termination of this agreement. Equipment must be in good working order, normal wear and tear expected. If User fails to return all equipment and corresponding parts rented under this agreement, or if any equipment or corresponding parts are returned in a condition which is not "in good working order", User will be additionally liable for the stipulated amount of the retail cost of each device. User agrees and authorizes onShore to charge this amount on Users credit card should such issue arise.

## 4. Warranty and Disclaimer

User acknowledges that: onShore does not own, operate or manage the Internet; the Internet is a separate network of computers, independent of and not subject to the control of onShore; communications on the Internet may not be secure and may be subject to interception or loss; certain content available on the Internet is copyrighted and may have been distributed in violation of copyright laws; onShore has no obligation to review the content made available to User through the Internet and, accordingly, User, and not onShore, has responsibility for determining the legal status of intellectual property used or duplicated through the Internet. User agrees to use the Internet and the Services solely at its own risk; and except for any express warranties specifically provided for herein, the Services provided by onShore hereunder are provided on an "as is", "as available" basis, without any representations or warranties, either express or implied. ONSHORE HEREBY DISCLAIMS WITH AGREEMENT OF USER ALL IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. onShore disclaims liability for, and User hereby releases onShore from, all damages incurred by User arising out of or relating to use of the Services and the Internet including, without limitation, network outages, lost data, networking inaccessibility, incorrect instructions, viruses, and any content available on the Internet, which may include false, misleading, indecent or objectionable language, graphics or images.

## 5. Indemnification

5.1 User agrees to indemnify, defend and hold harmless onShore from and against any damages incurred by onShore arising out of or resulting from User's material breach of this Agreement and User's use of the Services including, without limitation, the Internet.

5.2 Notwithstanding anything to the contrary contained in Warranty and Disclaimer, onShore agrees to indemnify, defend and hold harmless User for any damages (excluding, however, lost profits and other consequential damages) incurred by User arising out of or resulting from onShore's material breach of the terms of this Agreement; provided, however, notwithstanding anything to the contrary contained herein, onShore's maximum cumulative liability to User shall be limited to the amounts paid to onShore by User during the twelve months preceding the date of the event giving rise to the claim for Damages.

5.3 The term "Damages" shall refer to all liabilities, costs, expenses, claims (including, without limitation, third party claims), judgments, inconveniences, lawsuits, and attorneys' fees and court costs.

## 6. Force Majeure

The term "Force Majeure" shall mean any and all causes beyond the reasonable control of onShore which prevents onShore from performing any of its obligations hereunder, including but not limited to, acts of God, labor disputes, boycotts, fires, explosions, floods, breakdowns of or damage to plants, equipment or facilities, network outages, network inaccessibility, denial of service attacks, acts of civil, judicial or military authorities, acts of governmental authorities or other causes of a similar nature. If, because of any Force Majeure, onShore is unable to carry out a material element of its obligations under this Agreement and if onShore shall notify User of such Force Majeure, then onShore's obligations shall be suspended to the extent made necessary by such Force Majeure. During the period of such suspension, the obligations of the User shall be suspended or reduced, as appropriate.

All notices required or permitted to be given hereunder shall be in writing and may be delivered personally or by email, Certified, or Registered Mail - Return Receipt Requested, postage prepaid, addressed to the party's last known address.

INTENDING TO BE LEGALLY BOUND, the parties hereto have caused this Agreement to be executed as of the date first above written.

7 Print Name: \_\_\_\_\_

8 Signature: **X**

9 Date: \_\_\_\_\_

**10 Fax in your completed and signed Service Order Form and Residential Service Agreement to 312.850.5208. If you have questions please call 312.850.5490.**