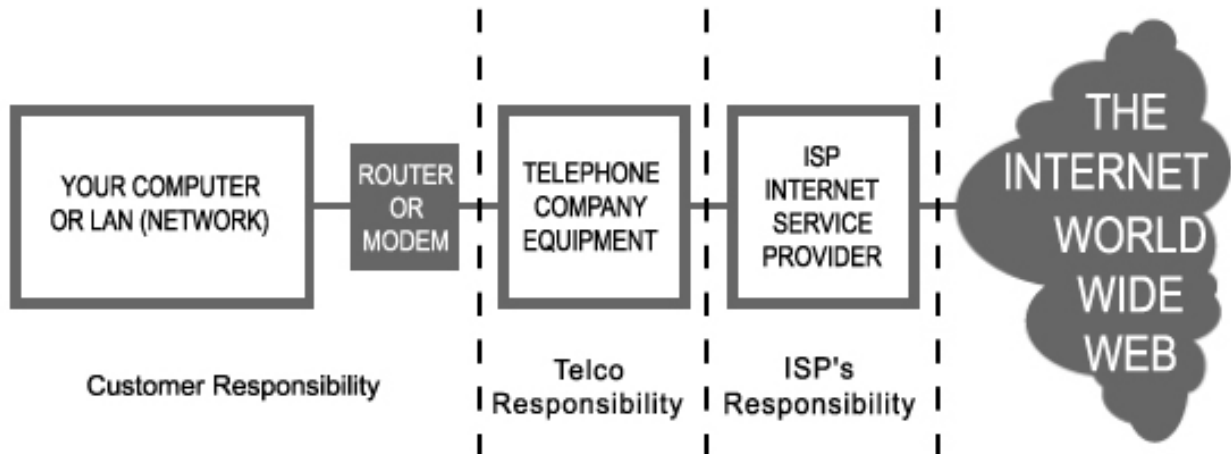


Equipment and Phone Company Agreement

(1 of 2 pages)

Your Name: _____
 Your Address: _____
 City, State, Zip: _____

In view of a incident which happened to an ISDN Internet Access customer we are sending out this special "agreement letter." The purpose of this agreement letter is twofold. The first objective is to bring **more awareness** to our customers about the possible issues that may arise from having an ISDN account (which in turn, we hope you will take the proper steps to **protect yourself**.) The second reason for sending out this letter is **protect ourselves** legally. We are not lawyers here at Royal Oak Internet, but we do want to explain some very important facts that "you the end-user" should be aware of. When you use a service like ISDN (Integrated Services Digital Network) to connect to the Internet you need the following: an ISDN line from your local phone company, an ISDN modem or router, computer(s) with Internet software applications and an ISP (Internet Service Provider) for the Internet access.



The above diagram shows where the router and/or modem are located. Internet Service Providers and Telephone Companies will always affirm that the router and/or modem is the responsibility of the end-user (the end-user is you the customer). You own the router and/or modem, thus you are responsible for the settings that are programmed into the equipment.

A connection issue can arise in any section of the above diagram. Here at Royal Oak Internet we have always resolved any arising issue in an expedient manner. Our goal is to provide great Internet service. Internet equipment that is running 24 hours a day will eventually need maintenance and/or replacing and our network response time has been very fast in these matters. One of the reasons for this letter is to help give you some understanding on how your own equipment works. For example: when your equipment is set up to stay connected to the Internet, your idle time is most likely set to "0" (zero). Unlike other Internet Providers Royal Oak Internet does not automatically disconnect you when sitting idle for long periods of time (this means fewer outgoing calls that are placed.) However, for security reasons we have always suggested that you turn off your ISDN router or modem when you are not using it for long periods of time or when you leave the office. Staying connected all the time without paying for a dedicated connection is against our policy. Policy URL: <http://www.royaloak.com/policy.html>

ISDN connections come in 56K, 64K, 112K, 128K, 256k and 512K. The most common is 128K (which bonds two 64K channels together). Router and modem equipment can be configured to keep you connected to the Internet for long periods of time. There is a common setting called "idle time" and the idle time determines how long you stay connected to the Internet Service Provider when there is no activity on the side of the end-user. No activity is defined as sitting idle. When your web browser or email program is not requesting packets, you are sitting idle. Typing an email on your local computer is sitting idle. When you send the email the equipment is no longer sitting idle and the idle begins to count again starting from 0 until it reaches the programmed setting. When it does reach the setting limit, it will disconnect the equipment until someone enables the router or modem to dial out again.

The problem that could arise, is when your equipment dials out to make a connection and you instantly drop your

Equipment and Phone Company Agreement

(2 of 2 pages)

connection. You then have a short 1-5 second call that is placed. Each call placed is about 9 cents (that's the current rate for Ameritech SBC Customers). Although this may not appear to be very much, if you had 11500 calls placed in 1 month your bill would be \$1,035! Royal Oak Internet has done some research on devices that limit the amount of outgoing calls and we have not found anything that will do this correctly. There are only a few routers that have this feature, but in most cases the router did not do other things like VPN (Virtual Private Networking) which is a feature needed by many of our customers. We called a few manufactures to see if they would build such a hardware device and each of these companies said they would not do it because they did not want to be sued in the event that the unit would stop all outgoing calls and then if the user needed to dial-up 911 for an emergency they couldn't because the unit would block the call (note: ISDN lines can be used as voice lines too)

The cause of these disconnects will vary. Here are a few phone company disconnect examples: *line noise, poor installation, problem with telephone company equipment, problems between you and the central office or the telephone company is working somewhere in your neighborhood and have temporality disrupted service (knowingly or unknowingly).*

Your own equipment and the Internet Provider's equipment can also have problems. In most all cases we found that both pieces of equipment (the customer's router and our equipment) to be in proper working order. This leaves the phone company. Billing errors can also happen. The phone company's reply is usually: *If your equipment is set to stay connected by redialing out, this is not our problem.* Our reply is: *If the line(s) they provide to you have problems then isn't that their problem? You should also be able to set your equipment up any way you wish.*

It does not take much personal effort to find someone or some company that has complained about Ameritech SBC service. Ameritech has been accused of fraudulently overcharging customers and have had their share of numerous billing errors and customer service complaints. Unless you are lucky enough to get Ameritech to fess-up to any problems you will most likely have a large phone bill to deal with. You can request that Ameritech run a test on your ISDN lines, however we have found that 95% of the time when they run this test from their central office there is no problem found. The ISDN problems we have seen have always required a technician to be on-site in order to find and fix the problem. In some cases Ameritech will find a problem or even create a problem, but these problems will somehow get fixed. Of course this goes unreported to the end-user. Royal Oak Internet has not had too many problems with Ameritech, however other (ISP's) Internet Service Providers have encountered many issues.

Depending on what type of ISDN service you have with Royal Oak Internet the average amount of calls being placed out are anywhere from 10 to 300 per month. Most of our customers have about 74 calls placed each month. This was based on a 128K ISDN line which has two channels (taking the two channels into account the average customer is placing about one 128K call per day per month)

We still think that ISDN service can be a good Internet access solution when everything works correctly, otherwise we wouldn't sell it. No customer wants to see multiple outgoing calls on their phone bill and that is why we are sending this letter to you.

OUR RECOMMENDATIONS: Sign up for Ameritech SBC unlimited flat rate for your ISDN line(s). Get to know your router or modem software and check the status windows and log files frequently. Call Royal Oak Internet and/or Ameritech when you suspect or find anything not working properly.

Sincerely,
Royal Oak Internet, Inc.

Company Name (if applicable)

Date

Please Print Your Name

Date

Signature (must be same name as above)

Date

By signing above you are acknowledging that you have fully read and understood this "Equipment and Phone Company Agreement" – Pages 1 & 2. You may also call Royal Oak Internet anytime 24/7 for any needed clarification of this above agreement. Tel: (248) 541-8886. Fax both pages of this agreement to 1-248-541-2737