



Dial up Access Supplement

This document is a supplement to the Network Use Policy, for Customers maintaining a Dial-up Internet Access account.

Unlimited Access

Unlimited Access is defined as - Single user, non-automated, unlimited attended access. Examples of unacceptable use are, without limitation, the following: Multiple persons or machines use of an account through a router or other proxy device or software. A program maintaining an active connection, such as an Email application automatically checking Email, as a background process while the Customer is doing non connection related activities, i.e. not using the Internet. Unattended connection for any extended period of time.

Web space Privileges

Personal web space is activated upon emailed request to support@netnevada.net.

Each Customer is given 5mb of space and 500Mb of monthly transmission.

Personal web space may not contain any content or information that may be considered, without limitation, the following: Commercial, including any attempt to sell, advertise, or promote products or services. Adult in nature, including partially or non-clothed persons or links to other sites with Adult content. Offensive language, or material inappropriate for a general audience.

Examples of allowed content might include placement information about self or interests, hobbies, goals, activities, political or religious affiliations, or information for general resource.

Net Nevada does not provide support for the construction of personal web sites, however commercial services are available.

Information about web site construction can be found at <http://support.netnevada.net>.

Net Nevada reserves the right to delete/remove ANY files that are found in violation of any of these terms, and may, at its sole discretion, cancel the Customers account.

Support

Standard Support Hours are 9am-5pm Monday through Friday, excluding Holidays.

Emergency Support is available on an on-call basis 24 hours a day, 7 days a week.

Email Support is always available at support@netnevada.net, answered usually within 24 hours.

Answers to many frequently addressed support issues can be found on the support web site at <http://support.netnevada.net/>.

Net Nevada Support Staff can only answer questions related to Customer's Internet service with Net Nevada. This includes, but is not limited to Internet access configuration, limited software configuration, and limited explanation of use. Issues that are specifically disclaimed from support are hardware issues such as device conflicts or hardware failure. Net Nevada reserves the right to refuse technical support on any issue it deems unrelated to the Customer's Internet service.

Net Nevada Support is ONLY provided to Net Nevada Customers. Net Nevada may, at its sole discretion, provide limited support to an individual who has been identified by Customer as an agent of Customer.

Equipment / Hardware

The Customer is responsible for obtaining and maintaining any communications equipment necessary to connect to Net Nevada's services, including modems, computer hardware and software, and long distance or local telephone service. The Customer is responsible for ensuring that such equipment or service is compatible with Net Nevada's requirements. In addition, the Customer is responsible for maintaining the security of the Customer's account, password, files, network and user access, and any information the Customer disseminate through Net Nevada services or other Internet services, and for all use of the account with or without your knowledge or consent.

All hardware sold by Net Nevada shall be on an "as is" basis, governed only by any applicable manufacturer's warranty.

Net Nevada reserves the right to revise this document at any time, effective on the first day of month following the posting of the revised policy to the following URL: <http://agreement.netnevada.net/supplements/>.

A Customer's continued use of Net Nevada services after the effective date of any such change constitutes acceptance of any and all changes that may have been made.