

Business Broadband Internet – Taylor Village



Name: _____

Business: _____

Address: _____ Ellicott City, MD 21043

Phone: Day _____ Evening _____

INTERNET SERVICES

- Email access anywhere you have web access
- Business web page
- **Wireless included** with firewall protection with required router below (includes four wired connections)

Dynamic IP

- High Speed Dynamic IP:** up to 6 Mbps down load / 2.5 Mbps up load **\$50/month** ^[1]
 - 4 free email accounts
 - 100 MB of online storage (includes personal web page)
- Super Speed Dynamic IP:** up to 15 Mbps down load / 4 Mbps up load **\$100/month** ^[1]
 - 10 free email accounts
 - 200 MB of online storage (includes personal web page)

Static (or Fixed) IP

- High Speed Static IP:** up to 6 Mbps down load / 2.5 Mbps up load **\$75 /month** ^[1]
 - 4 free email accounts
 - 100 MB of online storage (includes personal web page)
- Super Speed Static IP:** up to 15 Mbps down load / 4 Mbps up load **\$150/month** ^[1]
 - 10 free email accounts
 - 200 MB of online storage (includes personal web page)
- Wireless network router with firewall– includes 4 wired RJ45 ports, 802.11b/g, 54Mbps; \$40 deposit ^[1]
(plus labor to configure wireless service if desired)
- Wireless network router with firewall– includes 4 wired RJ45 ports, 802.11b/g, 108Mbps; \$80 deposit ^[1]
Note: this only improves PC to PC & PC to router speed, not internet speed (plus labor to configure wireless service if desired)
- 100 Mbps 1Gb switch for more than 4 wired internet ports; please quote switch for _____ total wired ports required
- Internet wiring needed for _____ additional internet ports/outlets at \$45/hour plus materials
- _____ additional email, _____ web pages, _____ Mb web storage, _____ fixed IP address, *additional charge to be quoted*

One time installation fee of \$150 to bring service to business suite utility location.
(This fee will be waived if service is ordered when you sign your lease with a Taylor Partnership, or Bonnie Branch Corporation.)

This is a one year contract, with monthly fees to be paid in advance, first partial month prorated and not counted to one year term. Contact may be canceled without penalty in first 30 days if service is not satisfactory. Cancellation for any other reason or after the first 30 days will incur a \$250 cancellation charge. All ECC equipment must be removed by ECC staff in good working order for return of deposit, otherwise full retail fee, which exceeds deposit, for equipment replacement will be due.

[1] Paid by check or credit card to ECC. All fees and services are subject to change and are shown exclusive of governmental fees. If bandwidth use is above average, ECC reserves the right to adjust rates according to usage. All services are provided subject to Ellicott City Cable's Terms of Service, provided to customer, available on request and updated periodically at www.ECCable.com. If bandwidth use is above average, ECC reserves the right to adjust rates according to usage.
Labor minimum one hour charge.

Signature

Signature

Date

Title

Title



Ellicott City Cable Business Internet Subscriber

Thank you for signing up with Ellicott City Cable business Internet service. We value you as a customer and want to be sure that your setup or the migration from your current Internet service Provider (ISP) goes seamlessly. This letter is to provide an outline of considerations for business class subscribers so that when the service is established or changed from your current ISP to ECC your network and all associated services have all the desired functionality intact.

When changing ISPs there are a few things to consider:

1. Email

If your company hosts an email server onsite there will need to be changes made so that your mail will function after the ECC internet is installed. The first thing to take into account is that you will need to request a Static TCP/IP address. This internet address gives your Email server a “hard – coded” address on the Internet so that your mail is able to be sent directly to your server. Please contact ECC to request your static IP address if you have not already done so on the sign up form; there is a modest additional cost. There may also be Domain Name Server (DNS) updates and possibly Spam filtering updates that must be performed before the switch over occurs. These settings vary depending on how your system has been designed.

2. Remote Access – VPN

Considerations should be made ahead of the installation if users or remote sites are to use remote workplace tools or Virtual Private Networks. Examples of these tools include:

- a. Remote Desktop
- b. PCAnywhere
- c. Virtual Private Networking (Client and Point to Point VPN Tunnels)
- d. Outlook Web Access
- e. GroupWise Web Mail

By planning ahead of time you can keep your business running smoothly and minimize any downtime.

3. Onsite Hardware – Firewall and/or Router

Some companies may have additional security devices that may need to have settings updated. Examples of these devices include:

- a. Hardware Firewalls (Sonicwall, WatchGuard, and Netgear to name a few)
- b. Proxy Servers (Microsoft Proxy Server, Novell Border Manager, etc.)
- c. Additional Routers (Netgear, Cisco, Linksys, etc.)

These items should be discussed with your information technology specialists in order to ensure your new internet service meets your needs. Should you need to contract with an IT service provider Ellicott City Cable recommends Network Business Solutions (NBS) to assist you. If you have any question please call NBS at 410-779-500 or email businesssubscriber@eccable.com.