



The University of Maine System, the University of Southern Maine, or any of their agents (hereafter referred to as the University) may not be held responsible in any manner for losses or disputes relating to the provision of this service. The University's only involvement is to assist in making available discounted rates for the service and certifying the University status of subscribers.

Service Agreement: I understand and agree to the following terms and conditions:

1. The University of Southern Maine (USM) and Time Warner are offering Road Runner Internet service at a reduced rate to USM faculty, full time staff, and registered matriculated students. **If and when the customer no longer meets these requirements he or she must notify University Computing Technologies.**
2. To validate the status of the applicant, USM may provide Time Warner information such as name, student or employee ID number, current address, and University status.
3. Service will be interrupted if full payment is not received by the due date specified on the statement. If and when a customer is disconnected for non-payment and they wish to have their services reactivated he or she must pay a reconnection fee of \$10.00. This fee will be in addition to all outstanding balances plus the current month charges.
4. A \$25.00 charge will be accessed on checks returned for non-payment.
5. Rates will be prorated by half month only. The payment will be applied from the date of install. If you are installed between the 22nd-7th you will be charged a full month. If you are installed between the 8th-21st you will be charged half a month.
6. The fees for this service may change from time to time but no more often than at the beginning of each semester. If the fees change we will notify the subscriber in writing or via electronic mail at least thirty (30) days prior to the effective date of the change.
7. USM's help desk at 780-4029 will be available Monday-Friday from 8:00AM-4:30PM to assist USM subscribers with problems relating to this service. Any billing or credit issues should be directed to University Computing Technologies by calling 780-4453.

When this form is submitted to USM a payment of \$69.90 is required, which will be applied to your first two (2) billing cycles. Payments are due to USM in advance of service to stay in compliance with USM's agreement with RoadRunner. Bills are generated around the 21st of each month for the upcoming month and are due the 15th of the following month (due date will appear on your statement). Payment must be received by the due date to continue service for the upcoming month.

USM will be responsible for all billing of service. **All payments will be made to USM. You will be responsible for notifying USM of any changes in address, phone number, change of service, cancellation of service, or if you are no longer a USM community member.**

If you disconnect from Road Runner, you must notify USM and return your modem box to either the Campus Computer Store in 144 Luther Bonney Hall or to Time Warner in South Portland. If you do not return your modem box you will be charged \$163.00 from Time Warner. The cable modem is the property of Time Warner Cable and is subject to their terms and conditions. Further, any Ethernet adapter equipment made available as part of this offering is done so by Time Warner Cable and is subject to their terms and conditions.



USM RoadRunner Application

UMS ID# & User Name: _____ Student Staff Faculty

Last Name: _____ First Name: _____

Service Address: _____ Apt.: _____

City: _____ Zip: _____

(if applicable) Billing Address: _____ Apt.: _____

City: _____ Zip: _____

Preferred Phone Number: _____ Additional Phone Numbers: _____

USM Email Address: _____@maine.edu

Install Type (Choose One): New Account Conversion Account RR Account# _____

.....Your computer MUST meet the following minimum requirements.....

Minimum Recommended Computer Requirements:

	PC	Macintosh
Operating System	Windows XP / Vista - 32 bit versions only	OS X 10.4 and above
Processor	Pentium-class (or equivalent) 450 MHz (800 MHz or greater recommended)	G3 or higher, or Intel Processor
Memory (RAM)	128 MB (256 MB recommended)	256 MB or higher
Free Hard Drive Space	300 MB (500 MB recommended)	300 MB (500 MB recommended)
Networking Capability	Ethernet card with RJ45 connector or open USB port	Ethernet card with RJ45 connector, open slot, or USB port
Browser	Internet Explorer 6.x	Safari 3.x
Other	CD/DVD drive required, sound card and speakers recommended	CD/DVD drive required, sound card and speakers recommended

Payment: A monthly notification will be sent via email to your maine.edu email address and payment may be made online with Visa/MasterCard/Discover. You may also print off your bill and mail in a check if preferred.

Acceptance: By signing below I acknowledge that I have read and agree to the conditions outlined on the USM Road Runner agreement.

Signature: _____ Date: _____