



FULLCHANNEL[®]

A family-owned business.

← local!



 PLEASE RECYCLE

Rev. 20150304-1632

HIGH-SPEED INTERNET

Customer Guide

247-1250 • fullchannel.com



Thanks for connecting with us.

We're pleased to welcome you to the Full Channel family.

We're always ready to help.

The following pages offer some basic installation guidelines and some handy troubleshooting tips to help keep your Full Channel connection up-and-running. Our website puts tech support information at your fingertips.

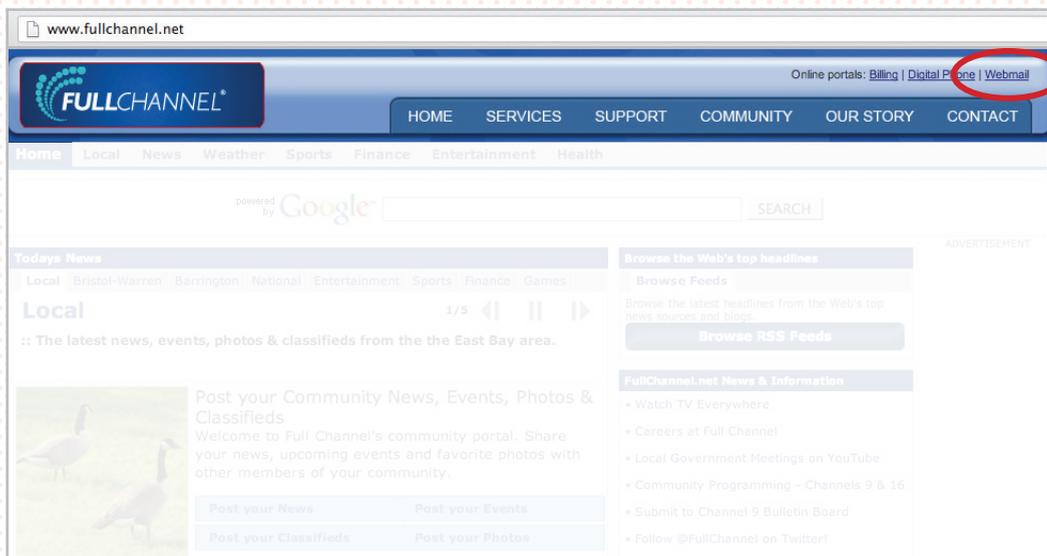
***If there's a problem you can't solve on your own,
don't hesitate to call 24-hour support at 247-1250.***



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Your New Email Address @fullchannel.net:

The easiest way to read your email is to simply visit www.fullchannel.net and click the "Webmail" link in the top right. Login with the username and password you setup during installation.



If after trying the new Webmail interface you still wish to use your email client, it will require configuration. Visit fullchannel.com/help for more information on using mail clients such as Windows Live Mail, Thunderbird or Apple Mail.

Modem Setup & Connections

Coaxial cable from the cable wall outlet connects to the Broadband Modem.

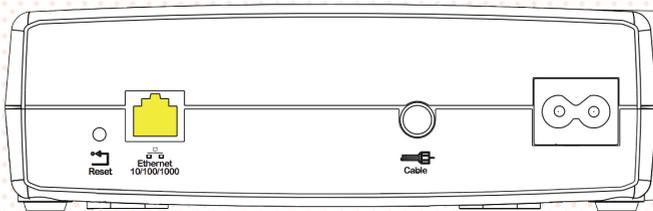
Ethernet cable connects the Broadband Modem to your computer or router.

Power cord should be plugged securely into an electrical outlet or a surge protector.

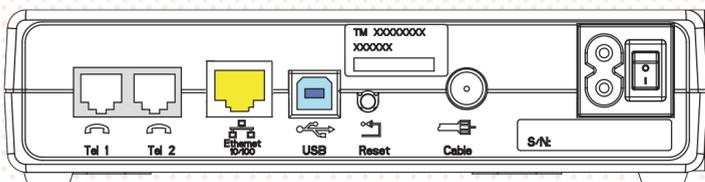
USB port not used with configurations on the Full Channel network.

Only Full Channel rental modems and Digital Phone Adapters are guaranteed to be free from manufacturer's defect for as long as you rent the device. If your rental modem should fail for any reason—excluding damage or abuse—it will be replaced at no additional charge. Also, any future modem hardware upgrades will be provided at no additional charge.

Should you choose to purchase a modem from Full Channel instead of renting one from us there is a limited guarantee against defect for a term of one-year. Future technology upgrades may require additional purchases.



◀ **Arris Touchstone® Broadband Modem**
An Internet-only device which can be rented or purchased.



◀ **Arris Touchstone® Telephony Modem**
A combined Digital Phone Adapter and Broadband Internet Modem included with Full Channel Digital Phone service.

What Your Modem Lights Mean:

Power

- **Off** = No power
- **Blinking** = Modem self-test error
- **On** = Modem is powered and passed its self-test

US & DS

- **Blinking** = Scanning for upstream and downstream frequencies
- **On** = Upstream and downstream frequencies locked

Online

- **Off** = Not fully online
- **Blinking** = Downloading configuration
- **On** = Modem is fully online with the cable system

Link

- **Off** = No device connected to Ethernet port (e.g. router or computer)
- **On/Blinking** = Ethernet device is connected, blinking indicates data activity

Telephone 1 & 2 (Digital Phone only)

- **Off** = No phone lines are active
- **Both blinking** = Performing voice line registration
- **One blinking** = Line indicated is off-hook
- **One or both on** = Indicated line(s) active and on-hook

Battery (Digital Phone only)

- **Off** = Battery not installed or detected
- **Blinking** = Battery has failed self-test or charge is low
- **On** = Battery installed and operating properly

Troubleshooting Tips:

At Full Channel, we want you to get the most out of your Internet service. Use the following tips to help keep your valuable connection up and running.

Make sure your Broadband Modem is compatible with Full Channel's system. We prefer that you use a **Full Channel DOCSIS 3.0 Broadband Modem** to ensure the fastest speeds and compatibility with our network. You can rent or purchase a DOCSIS 3.0 Broadband Modem at a competitive rate directly from Full Channel.

Check your Broadband Modem lights (see the **What Your Modem Lights Mean** section in this brochure). Many issues can be resolved by simply resetting your Broadband Modem.

Errors can occur that are not reflected on the Broadband Modem lights. In many cases, resetting your modem can solve the problem.

Resetting your Broadband Modem:

First, check all cable connections (see the **Modem Setup & Connections** section of this brochure).

Disconnect the power cord from the electrical outlet, wait 10 seconds and then reconnect the power. The Broadband Modem should take no more than 10 minutes to startup and acquire the necessary signals as indicated by the status lights.

Resetting your Digital Phone Adapter:

First, check all cable connections (see the **Modem Setup & Connections** section of this brochure).

Locate the recessed reset button on the back of the unit. Use a bent paperclip to press and release the button. The Digital Phone Adapter should take no more than 10 minutes to startup and acquire the necessary signals as indicated by the status lights. **DO NOT UNPLUG YOUR Digital Phone Adapter** unless directed to do so by a Full Channel support specialist.

Solutions for slow performance

Check for viruses and spyware. They can deplete your memory and compromise system stability. Installing anti-virus and firewall software will protect your system and is required before your scheduled High-Speed Internet installation date.

Clear your browser's cache, and delete Internet history files. See your browser's help menu for instruction on how to do this.



Where to Turn for Help:

If you just can't seem to get things working yourself you can always turn to us for help.

Online help, visit:
www.fullchannel.com/help

24-hour Internet support, call:
247-1250



FULLCHANNEL® HIGH-SPEED INTERNET

Service Agreement

(Rev. 20150109)

This Full Channel Service Agreement (the "Service Agreement") constitutes your agreement with Full Channel, Inc., 57 Everett Street Warren, RI 02885, (hereinafter "we," "our," or "Full Channel"; an Internet access/transmission service (the "Service") as it pertains to your (hereinafter "you", "your", or "Customer") use of the Full Channel Internet Access Service at your residence or place of business.

Full Channel Service: Service Agreement: We agree to provide to you, and you agree to accept from us, our Full Channel High-Speed Internet service (the "Service") for a single cable connection at your residence or place of business. By ordering and using the Service, you and all members of your household and their guests or your employees agree to be bound by and are obligated to use the Service under and in compliance with the terms and provisions of this Service Agreement. We reserve the right, at our discretion, to change, modify, add or remove the terms of this Service Agreement at any time. Notification of changes in service will be posted on the Full Channel Web site www.fullchannel.com/help or sent to you via E-mail. Your use of the Service after such notice shall constitute your acceptance of such modification(s) as an amendment to this Agreement. To the extent permitted by law, you waive any and all objections you may now or hereafter have to the enforceability to this Service Agreement against you, specifically including, but not limited to, any objections or claims that it is a shrink-wrap or contract of "adhesion."

License: During the term of this Service Agreement, we grant you a non-exclusive, nontransferable, limited license to use the Service to access the Internet. Except for the license granted herein, all rights, title and interest in "data" accessed by you in all languages, formats and media throughout the world, including all copyrights and trademarks therein, are and shall continue to the exclusive property of Full Channel and other contributors of data. If you are a residential customer, your right to use Full Channel extends to all members of your household. If you are a business, the right to use Full Channel extends to all of your employees.

Customer's Use of Full Channel Network: You agree that the Service may only be used for lawful purposes. Transmission of any material in violation of any federal or state statute or regulation is prohibited. This includes, but is not limited to, copyrighted material, material legally judged to be threatening, indecent or obscene, or material protected by trade secret. You agree not to use the Service, including but not limited to, the broadband modem/power supply and any software provided by Full Channel for any illegal, abusive or fraudulent purpose, or to achieve unauthorized access to any computer systems, software, data or other copyright or patent protected material. If you do, you acknowledge that you may be referred by Full Channel to appropriate law enforcement agencies and your service may be terminated.

No Resale: You also agree not to resell or redistribute access to the Service in any manner. The prohibition on resale of access includes,

but is not limited to the provision of Wi-Fi, Web access, e-mail, FTP and Telnet access, or any other Internet access or Web site hosting services for sale or trade.

Protection of Passwords: You are responsible for the use of your email account(s), security of your Wi-Fi network and the confidentiality of your Full Channel passwords. You must notify Full Channel of any known or suspected unauthorized use(s) of the your account, or any known or suspected breach of security, including loss, theft, or unauthorized disclosure of your password or credit card information.

IP Addressing: We will provide you with a dynamically assigned IP address as a component of the single-user residential service. You agree not to alter, modify or tamper with the IP address or those of any other person connected to the Service. We will recover the IP address upon disconnection, discontinuance or termination of the Service. We reserve the right to disconnect or reclassify the Service to commercial grade for failure to comply with any portion of this Agreement. Static IP addresses are available to you for an additional fee.

Age of Customer: If you are less than 18 years of age, the Agreement must be accepted by a parent of legal guardian who is responsible for all charges and bears all liability related to the use of the Service account(s). By accepting this Agreement, the parent or legal guardian recognizes that Full Channel does not control content or subject matter of data or other information available on the Internet, and agrees to supervise any access to the Internet by minors.

Home Computer: In order to receive and utilize the Service, you must connect a computer or Wi-Fi router to the Broadband Modem. Full Channel supports computers running current versions of Windows and MacOS. Other system configurations are unsupported but may work. The following operating systems are unsupported by Full Channel but may be configurable to connect to our network: Microsoft Windows NT 4.0, Windows XP, Mac OS 7.1-9.2.2, Linux, BSD Unix.

Ownership and Use of Equipment: Software License: Leased broadband modems, cables and power supplies will at all times be Full Channel property. You agree to immediately return to Full Channel in good condition upon disconnection of Service all such leased equipment subject to reasonable wear and tear. You will use reasonable care to avoid damaging the broadband modem and power supply, and will not move, relocate, alter, sell, lease, license, assign, encumber or otherwise tamper with the equipment. If the equipment is not returned to Full Channel in good condition immediately upon termination of Service, you will be charged and agree to pay Full Channel for its replacement. We further grant you a limited, non-exclusive license to use any software we provide for your use in connection with the Service only. This license terminates upon termination of this Agreement, or disconnection of Service.

SERVICE AGREEMENT

Installation: A Full Channel technician is solely authorized for the installation of the Service. As with any change in configuration, there may be a disruption to the normal operations of your home computer or the loss of data. Neither Full Channel nor our installer shall be held responsible for any such loss.

FOR THESE AND OTHER REASONS, WE RECOMMEND STRONGLY THAT YOU BACKUP ALL FILES PRIOR TO INSTALLATION.

Access and Interruption of Service: We will make a reasonable effort to make the Service available to you twenty-four (24) hours per day, seven (7) days per week. It is possible that there will be interruptions of Service. The Service is an Ethernet-like protocol service spread over a shared network. You share a finite amount of bandwidth with other users. We will manage the Service to provide appropriate bandwidth for as many customers as possible. However, you acknowledge and agree that the Service may be temporarily limited, interrupted or curtailed due to system capacity limitations imposed or experienced by the underlying communications carriers, governmental actions, force majeure, or because of temporary equipment or systems failures or modifications, upgrades, maintenance, repairs or similar activities required or appropriate in connection with the delivery or improvement of the Service. The Service should not affect the separate television portion of your Full Channel service. Any problems with your television services should be reported to Full Channel by telephone.

Customer Support: We will provide you with technical support, which can be accessed by telephone or by e-mail. Support may also be provided via software provided by us. We do not provide support for the Service when you use other hardware or software. The telephone numbers and e-mail addresses for support services, as well as hours of operation, are printed in the Services Guide and are available on-line at www.fullchannel.com/help. If you modify the hardware or any software we supply to you, or the equipment requires a visit to your residence or place of business for repair or correction, we reserve the right to charge you for the visit and labor required to correct the situation.

No Liability for Obscene or Other Offensive Content, Pornography, Etc: You acknowledge and understand that we will only provide your access to the Internet. We do not publish (other than email messages that we may from time to time send you regarding the Service and the Full Channel Web site), control, monitor, or restrict the information, programs, e-mail, videos, chat room, interactive gaming or other material that is available to your residence or place of business through the use of the Internet. You may find material available to be shocking, profane, abusive, and/or offensive. You may also find some material to be obscene, sexually explicit, or otherwise indecent. You recognize that Full Channel is not responsible for this material, and acknowledge that you have been notified that such material is present. You are solely and exclusively responsible and at risk for (i) all Internet content accessed via the Service by you and other members of your household or business and their guests, and (ii) providing suitable adult supervision of any person who is less than eighteen (18) years of age and uses the service at your residence or place of business to access the Internet. You agree that we are not in any manner responsible for any claims, losses, actions, damages, suits or proceedings arising out of or

otherwise relating to such content accessed using the Service.

No Liability for Parental Empowerment Software; You may wish to consider installing blocking and filtering software developed by others that empower parents and teachers to restrict their children's and students' access through the Internet to objectionable or inappropriate material, and protect or prohibit them from corresponding with criminals or disclosing personal or other information. You acknowledge that we do not publish such software, and agree that we are not in any manner responsible for the effectiveness of these blocking and filtering technologies.

No Attacking, "Spamming" or Infringement of Others' Rights: You agree not to publish on or over the Internet any content, which violates or infringes upon the rights of any other person. You also agree not to use the Service or broadband modem for any illegal purpose, to achieve unauthorized access to another party or person's computer systems, software, data or other copyright or patent protected material (commonly referred to as "malicious hacking," "cracking" or "denial of service attacking"). You agree not to interfere with the use of the Service or the equipment by other customer or disrupt the Service backbone network nodes or network services. You also agree not to send unsolicited mail to our subscribers without our explicit written permission for each instance of communication. You further agree not to distribute email to unsolicited distribution lists or other mass unsolicited messaging (commonly referred to as "Spam"). Your violation of any of these promises is grounds for immediate termination of Service and this Agreement. If a third party, regarding the suitability of your content, challenges us, we may, at our sole discretion, suspend your access to the Internet. We assume no liability whatsoever for any losses, claims, damages, expenses, liabilities or costs (including legal fees) arising out of or in connection with allegation, claim, suit or other proceeding based upon your use of the Service or our equipment or any third party which infringes the copyright, patent, trademark, trade secret, or other industrial or intellectual property rights or contractual rights of any third party.

No Liability for Unauthorized Access: Encryption; File-sharing: We treat communications and data traffic on or through our service as strictly confidential and do not access, use or disclose contents of private communications, except in limited circumstances as compelled or permitted by law. However, since the Service is provided over shared networks (i.e. Full Channel's local data network and the Internet) it is possible that others may access or monitor your data traffic. You acknowledge that Internet systems use publicly accessible facilities to transmit voice and data communications, and that the Service may not provide privacy. Accordingly, we do not warrant that any data or files sent or received by you over the Service will not be subject to unauthorized access by others or that other users will not gain access to your home computer. We are not liable to you for any claims, loss, damages or cost that may result from your lack of privacy on the Internet by virtue of your use of the Service. In addition, the Service may be configured to disable peer-to-peer networking/file-sharing. You acknowledge the extreme security risks to your computer and the privacy of your data files associated with such networking. Moreover, if you choose to run applications, which permit others to gain access to your computer, you do so at your own risk and should take appropriate *(continued on next page)*

security measures. For these and other reasons, you may want to consider installing third-party authentication-encryption and/or firewall software to protect your drives and data/e-mail files. We extend no warranty and accept no liability with respect to the effectiveness of such software.

No Liability for Viruses/Spyware/Adware: We make no representation or warranty that any software installed on your home computer or which you may download from the Internet, any on-line service provider or other information provider does not contain any viruses, spyware, malware, or other harmful content.

Other Charges: Credit Card Charges: You understand and acknowledge that you may incur other costs and expenses for certain information, products and service from persons, firms or entities other than Full Channel. You agree that you shall be solely and exclusively responsible and liable for all such charges, which are in addition to the fees and charges payable to Full Channel. With respect to any Internet based transactions that you undertake or participate in through the Internet, you are solely and exclusively responsible to make the payments in connection with such transactions and to protect the security of all credit information from unwanted or unauthorized charges. We shall not have any liability or responsibility to you in connection with Internet-based transactions, unauthorized use of your credit or debit cards, credit availability or information or your personal or financial information.

General Disclaimer of Warranties and More Limitations of Liability; Indemnity: You hereby acknowledge that we exercise no control whatsoever over the content of the information passing through Full Channel network. Occasional interruption or irregularities in the service may occur. We provide High-Speed Internet to you on an "as is, as available" basis, without warranty of any kind, expressed or implied, including, but not limited to the warranties of performance, merchantability and fitness for a particular purpose. This disclaimer of warranty expressly includes any reimbursement for loss of income due to disruption of service by Full Channel or another Internet service provider(s).

You further acknowledge that use of the Service or any information obtained via the Service is at your sole risk, and that we shall not be liable to you for any direct, indirect, or exemplary, incidental, indirect, special, or consequential losses or damages relating in any way to demands or claims involving or arising in any manner out of:

- (a) your use of, inability to use, or failure to perform research or related work, or to work properly, the Internet, Internet data, or the Service,
- (b) inaccurate or poor quality Internet data obtained through the Service,
- (c) loss of data resulting from delays, nondeliveries, mis-deliveries or service interruptions, and
- (d) the installation, maintenance, failure, removal, or use of the broadband modem equipment or cancellation of Service. You further agree to indemnify and hold harmless Full Channel Service.

Billing: Payment Obligations for Full Channel Service: Billing and payment provisions for the Service, including the set-up

and monthly recurring charge are set forth in the Service Guide pricing schedule which is incorporated herein by reference, or as otherwise agreed to in writing by the parties. You also agree to pay all applicable federal, state and local fees or taxes. We have the right to terminate your Service if an invoice from Full Channel is not fully paid when due and impose a late fee of not more than 5% on any outstanding amount as a one-time late charge, at our discretion, for failure to pay all bills within 30 days of billing. We may charge a reasonable service fee for all returned checks and bankcard or charge card charge-backs. If you discontinue the Service or are disconnected, you agree to pay a reconnect charge before reconnection. You will be responsible for all expenses (including reasonable attorney's fees) incurred by Full Channel in collecting any unpaid amounts due in accordance with this Agreement, we also reserve the right to change from time-to-time the amount of the monthly Service fee and any other applicable charges upon reasonable advance written notice to you. In no event shall such notice be less than ten (10) days prior to the effective date of such change. All charges are exclusive of sales, use and other taxes, which are your responsibility.

Terms and Termination: This Service Agreement shall become effective at such time as you first use the Service, and shall continue in force until a period of not less than one (1) month has expired, at which time it shall renew itself indefinitely on a month-to-month basis until terminated by either party upon thirty (30) days written notice by either party. Full Channel, in its sole business judgment, may terminate this Agreement immediately or suspend your access to the Service upon any breach of this Agreement by you, including, but not limited to, refusal or failure to pay for services provided or disruptive on-line behavior. Upon termination for any reason, we reserve the right to delete any data left by you on Full Channel-owned and controlled computers.

Effect of Agreement: This Agreement embodies the entire understanding between you and Full Channel with respect to the subject matter hereof, and supersedes any and all prior understandings and agreements, oral or written, relating thereto.

Force Majeure: Full Channel's performance hereunder is subject to interruption and delay due to causes beyond its reasonable control such as acts of God, acts of any government, war or other hostility, civil disorder, fire, explosion, power failure, equipment failure, industrial or labor disputes, inability to obtain the necessary equipment and supplies and the like.

Severability: If one or more of the paragraphs in this agreement are found to be unenforceable or invalid, your and Full Channel's agreement on all other paragraphs is unaffected.

Notices: Except as otherwise provided herein, you may provide notice to Full Channel of any matters affecting this Service Agreement at the address provided in the preamble hereto.

Governing Law: This Agreement shall be governed by and construed under United States Federal law and Rhode Island state law.

Waiver: Failure of any party to enforce any provision of this Agreement shall not constitute or be construed as a waiver of such provision or of the right to enforce such provision.

For additional provisions including Full Channel's Open Internet Disclosure visit www.fullchannel.com.

Installation Agreement And Disclosure

You authorize Full Channel and their representatives to work on your computer system as described below. They may install the necessary materials (both hardware and software) into your computer. They may operate the equipment for purposes of testing, troubleshooting or any other cause necessary to complete the installation. It is also acknowledged that Full Channel and their representatives are not responsible for any loss of data from storage devices within the system, such as fixed drives or floppy disks. (Proper backup procedures should be taken in advance by the equipment owner/user to facilitate the restoration of data in the event that such a need may arise.)

IMPORTANT:

YOU THE CUSTOMER ACKNOWLEDGE THAT AN INTEGRAL PART OF THIS INSTALLATION PROCEDURE AND NORMAL OPERATION OF A COMPUTER SYSTEM IS THE PERFORMANCE OF REGULAR BACK-UPS. FULL CHANNEL AND THEIR REPRESENTATIVES WILL NOT PERFORM A BACK-UP OF MY PRIMARY HARD DISK DRIVE, AND YOU HEREBY RELEASE FULL CHANNEL AND ITS REPRESENTATIVES FROM ANY LOST MATERIAL, DATA, SOFTWARE, OR HARDWARE.

Backup Options: You understand that backup is/was your own responsibility and hold Full Channel and their representatives in no way responsible for any loss that may occur.

Requirements: Full Channel High-Speed Internet Service may not work on your computer system if the proper hardware and software is not presently and properly installed. You hold Full Channel and/or their representatives harmless. No refund of installation fees will be made if the service fails to work properly on your system.

Disclaimer Of Warranty: Limitation Of Liability: Customer expressly agrees that the use of the service is at customer's sole risk. Neither Full Channel, its affiliates, subsidiaries, nor any of their respective employees or agents warrant that the service will be uninterrupted or error free; nor do they make any warranty as to the results that may be obtained from use of the service, or as to the accuracy, reliability or content of any information, service or merchandise provided through the service. Full Channel, its affiliates and subsidiaries do not endorse or warrant, and shall not be responsible in any regard for any merchandise or services ordered through the service or other commercial transactions, and customer shall indemnify Full Channel, its affiliates and subsidiaries for all liability in connection therewith. The service, equipment and software are provided on an "as is" basis without warranties of any kind, either expressly or implied, including but not limited to warranties of title or implied warranties of merchantability or fitness for a particular purpose, other than those warranties that are implied by and incapable of exclusion, restriction or modification under the laws applicable to these terms. Neither Full Channel, its corporate parents, affiliates or subsidiaries nor any of its suppliers shall have any responsibility with regard to the operation or repair of customer's computer, or for any loss of data by customer, however caused.

Indemnification: Customer agrees to defend, indemnify and hold harmless Full Channel, its affiliates, subsidiaries, and their respective officers, directors, employees and agents, from and against any and all claims and expenses, including reasonable attorney's fees, arising out of or related in any way to the use of the service by customer's account or equipment.

Promotional Periods: During promotional periods the terms and conditions of the Full Channel High-Speed Internet Agreement may change. Please ask your Customer Service Representative, what conditions apply to your account at the time of your activation. During any promotional period, which includes free service or installation, should a customer disconnect, their account will be charged the usage for the time they were active and for the installation cost.



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