

DSL Order Agreement

We are pleased that you have decided to use WebGuy Internet for your DSL services. In this letter we will walk you through your options on DSL pricing and ordering. You will need to sign and fax/mail back this authorization for us to place this order on your behalf. You may order the DSL on your own if you like, but if we do it for you for free... why not? We will use our custom DSL Host ordering tool to get your line installed in generally 5 – 7 business days. We want to make this process as seamless and easy as possible and if you have any questions you may contact WebGuy Internet at (801) 943-0489.

Service Pricing (select the service that you want in the left column)

Select	Name and Speed	Qwest Installation *	Qwest Monthly	WebGuy Monthly
	Qwest DSL 256/256k	\$ Call Office	\$15.00	\$20.00
	Qwest DSL 1.5M/1M	\$ Call Office	\$28.00	\$30.00
Professional DSL Services **				
	Pro DSL- 640/640k	\$00.00	\$66.00	\$58.00
	Pro DSL- 1Meg/640k	\$00.00	\$88.00	\$79.00

* Often fees are waived or reduced because of Qwest promotional offers. Standard rate is \$99. Call our office for the latest promo.

** These services offer a guaranteed bandwidth minimum and faster upload speeds.

Modem Rental/Purchase (select the modem plan that you want in the left column)

Select	Name and Model	Modem Type	Purchase/Rental Cost
	Qwest Rental	GT-701-WG	\$5.00 per month. You rent for as long as you have DSL. Billed from Qwest. Built-in wireless.
	Qwest Purchase	GT-701-WG	\$59.99 one-time. The modem is yours upon purchase. Billed from Qwest. Built-in wireless.

* QWest will charge \$9.99 for ISP and speed changes on your DSL service.

Phone number where DSL line should be installed on: (____) _____

By filling out this form, I understand that I am authorizing Qwest to charge me for the Qwest DSL subscriber service and that WebGuy Internet, Inc. will charge me for Internet service/hardware as specified in the above table. I authorize WebGuy Internet, Inc. to order Qwest DSL service for me through Qwest for the speed and term of commitment as specified in this form.

Signature

Date

Voice Phone number for questions

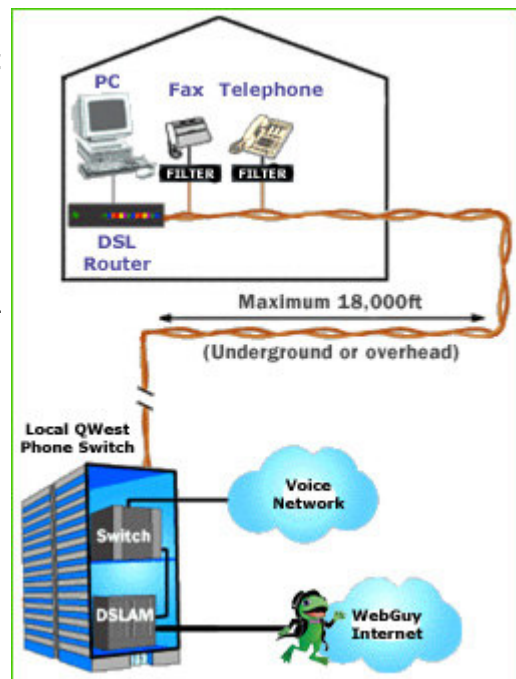
Please return this form by Fax or mail to: WebGuy Internet, Inc.; 3408 East 7635 South; Cottonwood, UT 84121; Phone: (801) 943-0489; Fax: (801) 943-8550.

DSL (Digital Subscriber Line) is a technology that uses existing copper wiring that exists in almost every home and office. Special hardware attached to both the user and switch ends of the line allows data transmission over the wires at far greater speed than the standard phone wiring. At speeds of up to 40x faster than a 28.8 modem, DSL technology is the next major leap for Internet users.

How does DSL work?- DSL transmits digital data at frequencies above the normal voice frequencies on a normal phone line. It is designed as an "always-on" connection so there is no dialing up or waiting caused by busy signals because the line is always connected and always on. Qwest DSL, what WebGuy Internet provides, is called asymmetrical DSL (ADSL) which means that data is downloaded at a higher rate than what is uploaded. This makes it ideal for Internet/Intranet surfing, video streaming, and basic local area network (LAN) access. Users of ADSL typically download more information than they send. Because of this fact, DSL is not a very good solution if you want to run web servers or high reliability connections. For this you should use something like our ISDN or frame relay services.

Your PC uses a DSL router to encode your data onto the DSL line which in turn transmits to the local Qwest phone switch across the copper line. At a piece of equipment called a DSLAM the line traffic is separated out and it sends the lower-bandwidth voice conversations into the phone network and the data traffic into a very fast data line called an ATM line. This ATM line

is connected directly to WebGuy Internet which is then routed out to the Internet through our core router. Note that there must be DSL filters installed between the DSL enabled line and any phone connections. These filters eliminate the high pitched noise of the DSL signal in your phones when the DSL service is active.



Modem Selection

There are not many options for modems. We suggest the Actiontec modem from Qwest as it has built-in wireless capability and, in our testing, seems to be very stable for the majority of home and small network applications.

What makes WebGuy Internet different from other providers?

- 1) **Emergency Access-** We provide an “emergency dialup account,” that can be used at anytime, for use when your DSL line is down or not working. You can also use this backup account for quick dialup access to the Internet for say a laptop computer which can’t plug into your DSL line, without having to purchase a separate dialup account like other Internet Providers.
- 2) **Knowledgeable Staff-** The comfort that you have one place of contact for speedy responses to your entire Internet questions. You’re never a “number” to us, we know you by your first name.
- 3) **Full DSL Bandwidth Monitoring-** So that you know how much data you transmit every day or month.
- 4) **Static IP-** Upon request, we provide a static IP with every DSL account for free... multiple public IP’s may also be purchased for larger/VPN applications.
- 5) **We’re small-** Our controlled growth allows us to ramp up our technical needs as we need them so you never experience over subscribed ports or slow internet access.

What is the Difference between DSL Pro and standard DSL service?

The DSL Pro service is targeted to larger businesses that typically run higher bandwidth needs. The pro services offer a guaranteed amount of bandwidth and faster upload speeds to the subscriber and thus a slightly higher cost. The QWest professional DSL services should only be used if you needs require a dedicated upload/download rate. We do not suggest the Pro services for residential use. But we do offer it if it is needed!