



# LIGHTNING BOLT TECHNOLOGIES

TECHNOLOGY AT THE SPEED OF LIGHTNING

## Fax completed form back to (248) 726-7015

**Congratulations!!** You can sign up to receive lightning fast Internet access via LB DSL. After reviewing our different packages on our services page (<http://LBDSL.com/services.html>), choose the best package to meet your needs, and simply fill out this order form and fax it back to us. We will then begin the process to install DSL at your location.

Is this a  Business account or a  Residential account?

Name or business placing this order \_\_\_\_\_

SSN# or Federal Tax ID # \_\_\_\_\_

Email, for contact purposes \_\_\_\_\_

### Service Location

Street Address \_\_\_\_\_  
(As listed on the phone bill)

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone line to install service on \_\_\_\_\_

Does this telephone line have DSL currently?  
 Yes  No

Do you have an alarm system installed on this line?  
 Yes  No

Name on the phone bill \_\_\_\_\_  
(Exactly as listed with the phone company)

Contact phone # for installation \_\_\_\_\_

# of phone jacks currently installed on this phone line  
\_\_\_\_\_

Operating system on your main computer  
\_\_\_\_\_

Location of your NID (Phone box) \_\_\_\_\_  
(Outside, Basement, Wiring closet, etc.)

### Billing Information (if different)

Attn: \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Contact # for billing \_\_\_\_\_

### Shipping Information (if different)

Street Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_



What type of service would you like?

**Residential** (Available only to non-commercial locations, These packages include 1 Dynamic IP Address)

**ADSL Line Share**

(Requires a voice line from your ILEC)

- ADSL Residential Basic (up to 1.5m / 128k)
- ADSL Residential Plus (up to 3.0m / 384k)
- ADSL Residential Extreme (up to 6.0m / 768k)

**Dry ADSL (Non-line share)**

(No voice line requirements)

- Dry ADSL Residential Basic (up to 1.5m / 128k)
- Dry ADSL Residential Plus (up to 1.5m / 384k)

**Business** (Available to everyone, residential and business locations, These packages come standard with 1 Static IP Address assigned to the Router)

ADSL Line Share	Dry ADSL (Non-Line share)	Dry ADSL2+	SDSL	IDSL & T1
<input type="checkbox"/> ADSL SOHO 1.5 (up to 1.5m / 384k)	<input type="checkbox"/> Dry ADSL SOHO 1.5 (up to 1.5m / 384k)	<input type="checkbox"/> ADSL2+ SOHO 8.0 (up to 8.0m / 1.0m)	<input type="checkbox"/> SDSL 192	<input type="checkbox"/> IDSL 144
<input type="checkbox"/> ADSL SOHO 1.5 Plus (up to 1.5m / 768k)	<input type="checkbox"/> Dry ADSL SOHO 1.5 Plus (up to 1.5m / 768k)	<input type="checkbox"/> ADSL2+ SOHO 10.0 (up to 10.0m / 1.0m)	<input type="checkbox"/> SDSL 384	<input type="checkbox"/> Fractional T-1 384
<input type="checkbox"/> ADSL SOHO 3.0 (up to 3.0m / 384k)	<input type="checkbox"/> Dry ADSL SOHO 3.0 (up to 3.0m / 384k)	<input type="checkbox"/> ADSL2+ SOHO 15.0 (up to 15.0m / 1.0m)	<input type="checkbox"/> SDSL 768	<input type="checkbox"/> Fractional T-1 768
<input type="checkbox"/> ADSL SOHO 3.0 Plus (up to 3.0m / 768k)	<input type="checkbox"/> Dry ADSL SOHO 3.0 Plus (up to 3.0m / 768k)		<input type="checkbox"/> SDSL 1.1	<input type="checkbox"/> Full T-1, 1.5
<input type="checkbox"/> ADSL SOHO 6.0 (up to 6.0m / 768k)	<input type="checkbox"/> Dry ADSL SOHO 6.0 (up to 6.0m / 768k)		<input type="checkbox"/> SDSL 1.5	<input type="checkbox"/> Bonded T1, 3.0

If selecting a line share option, who is your voice service with?

- SBC
- Qwest
- Verizon
- Sprint
- Bell South

This is not a Line share order

**IP addresses \*** (Only for Business packages)

Packages include 1 Static IP address, unless otherwise selected

- Standard 1 static IP assigned to the CPE, with NAT on the LAN side

**Optional IP addresses \***

**ADSL SOHO**

- 8 Static IP's

**SDSL, IDSL, Fractional, and Full T1 packages**

- 4 Static IP's
- 8 Static IP's
- 16 Static IP's
- 32 Static IP's
- 64 Static IP's
- 128 Static IP's
- 256 Static IP's

\*For these configurations, we use 2 static IP addresses to provide the service and assign 1 static IP address to the router. A total of 3 static IP's will be unavailable to you. NAT is not available for these configurations



**Additional Services (optional)**

**Web Domain Hosting** (Available to everyone, residential and business locations)

This allows you web space on our server, to host your own web site, with your domain name, and even set up e-mail @ your domain name.

- |  |  |
|--|--|
| <input type="checkbox"/> None                            | <input type="checkbox"/> Package 1 (1.5 GB) - \$9.95/mo  |
| <input type="checkbox"/> Package 2 (2.0 GB) - \$12.45/mo | <input type="checkbox"/> Package 3 (2.5 GB) - \$14.95/mo |
| <input type="checkbox"/> Package 4 (3.0 GB) - \$17.45/mo | <input type="checkbox"/> Package 5 (4.0 GB) - \$19.95/mo |

Domain Name: \_\_\_\_\_

- |  |   |
|--|---|
| <input type="checkbox"/> Please register this domain name for me * | <input type="checkbox"/> I will register/already own this domain name |
|--|---|
- 

**Email Domain Hosting** (Available to everyone, residential and business locations)

This allows you to set up your own domain name for e-mail @ your domain name. (Email only no web space)

- |  |  |
|--|--|
| <input type="checkbox"/> None  | <input type="checkbox"/> Package 1 (1000 boxes, 1.5GB) - \$6.95/mo   |
| <input type="checkbox"/> Package 2 (1500 boxes, 2.0 GB) - \$9.95/mo  | <input type="checkbox"/> Package 3 (2000 boxes, 2.5 GB) - \$12.45/mo |
| <input type="checkbox"/> Package 4 (3000 boxes, 3.0 GB) - \$15.95/mo | <input type="checkbox"/> Package 5 (5000 boxes, 4.0 GB) - \$17.45/mo |

Domain Name: \_\_\_\_\_

- |  |   |
|--|---|
| <input type="checkbox"/> Please register this domain name for me * | <input type="checkbox"/> I will register/already own this domain name |
|--|---|
- 

**Dial-up Access** (Available to everyone, residential and business locations)

This allows dial-up access while away from your DSL connection. We will give you a toll free number, so you can access our network, no matter where you are.

- |                               |   |  |
|-------------------------------|---|--|
| <input type="checkbox"/> None | <input type="checkbox"/> Free, 10 hours of access per month | <input type="checkbox"/> Unlimited access - \$9.95/month |
|-------------------------------|---|--|
- 

\* Additional Domain Name registration fees do apply



# LIGHTNING BOLT TECHNOLOGIES

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### Summary of all charges:

Monthly Service: \_\_\_\_\_

Extra's: \_\_\_\_\_

ISP Switch fee: \_\_\_\_\_

Equipment: \_\_\_\_\_

**FREE E-mail addresses** – All DSL accounts include a limited # of e-mail address (depending on the DSL package you have ordered).

Please select the user name(s) and password(s) you would like.

Example: User Joe, Password apple, this would create an E-mail address of Joe@LBDSL.net  
(User 1 will be considered the "master user", and will become your dial-up username)

User 1 \_\_\_\_\_ @LBDSL.net Password \_\_\_\_\_

User 2 \_\_\_\_\_ @LBDSL.net Password \_\_\_\_\_

User 3 \_\_\_\_\_ @LBDSL.net Password \_\_\_\_\_

User 4 \_\_\_\_\_ @LBDSL.net Password \_\_\_\_\_

User 5 \_\_\_\_\_ @LBDSL.net Password \_\_\_\_\_

Additional Users can be set up once your account is active

### Service Agreement Term

Monthly

One Year

Two Year

My signature on this document indicates that I have read and understand the Service Agreement (Contract) and agree to the Terms and Conditions of the Agreement. The terms of service can be viewed online at the address listed at the bottom of this page, or a copy can be e-mailed to you upon request.

**ALSO**, any and all rebate offers listed on this agreement are handled by a 3<sup>rd</sup> party rebate center. Lightning Bolt Technologies has no control over rebate policies, including expiration dates. It is your responsibility to understand **ALL** rebate policies. Info on current rebates can be found on our web site @ <http://lbtech.com/rebates>

Signature \_\_\_\_\_

Date \_\_\_\_\_

Name \_\_\_\_\_

Promo Code \_\_\_\_\_



## Letter of Authorization to move your DSL service

This letter is to establish permission concerning the transfer of my current DSL service account.

I \_\_\_\_\_ , request that my DSL service, currently with  
(Full Name)

\_\_\_\_\_ be transferred to Lightning Bolt Technologies. I am  
(ISP Name)

authorized to sign this letter on behalf of \_\_\_\_\_.  
(Your Company, or account holder)

I understand Covad Communications is the DSL provider for both Lightning Bolt Technologies, and my current ISP. I authorize the transfer of my DSL line along with any and all information that is required for the transfer. I also understand that I am responsible for all charges from my current ISP, and I am responsible for closing my account with my current ISP, once the ISP switch has completed.

Phone number DSL is currently installed on \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact phone number \_\_\_\_\_

Contact Email address \_\_\_\_\_

Circuit ID (available from your current ISP) \_\_\_\_\_

Current Type of DSL and Speed \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_



## FAQ's (Frequently Asked Questions)

### Helpful hints for your new DSL order.

Please do NOT fax this page back to us; this is for your records.

#### I'm ordering line share ADSL, what do I need to do?

- Your voice provider MUST be your ILEC (SBC, Bellsouth, Qwest, Sprint, Verizon)
- If your line has just recently been installed, or just recently switched to the ILEC, you MUST contact a customer service rep, and request ALL their databases are updated so your name, and address match that phone number.

#### I already have line share ADSL on my line, can it be switched to Lightning Bolt, and if so, what is the downtime?

- Typically, we are able to do a hot switch with your line. If you are with another ISP who is partnered with Covad, we will do an ISP switch. But if you are with another carrier (your phone provider, for example) we can also do a DSL migration, which **typically** only has a 30-minute downtime window.
- If we do move your DSL service, **YOU** are responsible for closing your account with your old ISP AFTER the switch is complete. You must make sure they close your account, and do not bill you for service after service is moved to our network. We work with your other ISP to move your line, and limit downtime, but that is it, we do NOT close your account with them.

#### I'm ordering a Dry ADSL, SDSL, IDSL or Fractional / Full T1, do I need a voice line?

- No, These products do not require a voice line, and have no connection with your voice line.

#### How is a dry ADSL, SDSL, IDSL, or T1 Line installed?

- When you place an order with us for a dry line, we first order a loop from the ILEC (Incumbent Local Exchange Carrier). The ILEC will send the order to engineering that will form a loop from the CO (central Office) to your location. The ILEC will use existing cooper in your area and via splice points, create a loop to your location. Note the ILEC will NOT install new copper wires. If they do not have any clean copper they will report back to us with "no Facilities", in which case we will contact you. Once the ILEC delivers the loop to your location, they will call us to test the loop. We will make sure the loop meets our qualifications, and we will either accept, or reject the loop.

If we accept the loop, we will then schedule one of our field technicians to come out to your location for the final install appointment. The field tech will bring the loop from the phone box (NID, or DeMarc) into the room or location of the building you would like the DSL equipment installed at using existing inside wiring. If you do not have any available inside wiring, please have new wire run before our technician arrives. The Field tech will configure the CPE (DSL Equipment), and via their laptop, test the connection for an active Internet connection. Once completed, you will be up and running.

If our technician arrives, and finds no available inside wiring, they will test the connection at the NID or DeMarc, Verify our end of the connection works, and then leave the CPE with you to perform your own inside wiring.

### **I need to run a mission critical application on my Internet connection, will ADSL work?**

- ADSL is perfect for the average home user, or a small office just needing access to the web for average web surfing, and email

#### **BUT**

- If you need to run a mission critical application, we strongly urge you to stay away from ADSL service. ADSL by design is a low cost option for Home and SOHO (Small Office, Home Office) use. And is not meant for mission critical applications. ADSL is a “best effort” service. Our goal is 100% uptime, however ADSL does not have any guarantees, and for mission critical applications we suggest, at a bare minimum, SDSL, however T1 Service is recommended.

### **How will I know the status of my order?**

- You will receive e-mails at each “milestone” of your order. This includes order acceptance, order confirmation, installation date, shipping info, and when the order closes.
- You will also receive a URL with a web site where you can check your real time status, at anytime.

### **How does Lightning Bolt Invoice me?**

- As outlined in the Terms of Service, Invoices are printed on the 1<sup>st</sup> of each month, and due on the last day of that month. Your first invoice will be generated within 24 hours of your account being activated. If you do not see an invoice within one week of service going active, please contact us.

### **My order included a rebate, how do I claim it?**

- Visit our website @ <http://LBDSL.com/rebates.html>

### **How long does a typical install take?**

- The following time frames are ESTIMATES, and only apply when no issues/problems come up. Again we stress these time frames as ESTIMATES only, and are in no way a guarantee of installation.
  - ADSL line share – 1-2 weeks
  - Dry ADSL – 2-3 weeks
  - SDSL – 2-3 weeks
  - IDSL – 2-3 weeks
  - Fractional, and Full T1’s – 3-4 weeks

### **Who do I contact if I have questions during the Installation process?**

- If you are unable to answer your question via the URL given to you to check status, you may contact our support staff, which can give you an update on your order. You may e-mail, or give them a call. [support@lbds.com](mailto:support@lbds.com) or 866-241-9939, however please make sure you have your order #, we cannot access the status of an order without the order number. The Order number can be found in any of the milestone emails we have sent you.