

## Guidelines for SuperNet Symmetrical Speed Promotion

1. Offer available April 1, 2018 to June 29, 2018
2. Symmetrical speeds are not available in all areas. Call the business office for availability.
3. Advertised speeds are up to speeds and are best effort. Hard wired connections have faster connection speeds
4. Customer premise Wi-Fi network speeds are best effort. Wi-Fi connection speeds will vary and can be affected by several different factors. (For example: interference, number of devices being used, and/or type of devices being used.)
5. Subscribe to SuperNet 75 and receive a \$25.00 Amazon Gift Card
  - a. Sign a 6-month agreement.
  - b. Pay a one-time \$100 installation.
  - c. If router replacement is required, customer can either purchase a new router for a one-time charge of \$159.95 or subscribe to monthly Modem Rental for \$7.95
  - d. Maintenance details are listed below in item number 10.
  - e. If customer does not fulfill the 6-month agreement, the amount of gift card that was received will be added to customer billing.
6. Subscribe to SuperNet 200 and receive a \$50.00 Amazon Gift Card
  - a. Sign a 6-month agreement.
  - b. Pay a one-time \$100 installation.
  - c. If router replacement is required, customer can either purchase a new router for a one-time charge of \$159.95 or subscribe to monthly Modem Rental for \$7.95
  - d. Maintenance details are listed below in item number 10.
  - e. If customer does not fulfill the 6-month agreement, the amount of gift card that was received will be added to customer billing.
7. Subscribe to SuperNet 500 and receive a \$75.00 Amazon Gift Card
  - a. Customer must sign a 6-month agreement.
  - b. One-time \$100 installation is waived.
  - c. If router replacement is required, customer can either purchase a new router for a one-time charge of \$159.95 or subscribe to monthly Modem Rental for \$7.95.
  - d. Maintenance details are listed below in item number 10.
  - e. If customer does not fulfill the 6-month agreement, the amount of gift card that was received will be added to customer billing.
8. Subscribe to SuperNet GIG and receive a \$100.00 Amazon Gift Card
  - a. Customer must sign a 6-month agreement.
  - b. One-time \$100 installation is waived.
  - c. If router replacement is required, customer can either purchase a new router for a one-time charge of \$159.95 or subscribe to monthly Modem Rental for \$7.95.
  - d. Maintenance details are listed below in item number 10.
  - e. If customer does not fulfill the 6-month agreement, the amount of gift card that was received will be added to customer billing.
9. Modem Warranty. All new modems purchased and rented, come with a 3-month full maintenance warranty (covers equipment and labor) and a 9-month partial warranty (covers equipment failure only). Warranty is not applicable if hardware has been subjected to physical

abuse or used with defective or non-compatible equipment, or where damage occurs due to acts of God, or other causes beyond GRM's control, including but not limited to lightning or other forms of power fluctuations. In no event shall provider be liable for any direct, indirect, incidental, or consequential damages resulting from any defect in the hardware even if provider has been advised of the possibility of such damages.

10. Maintenance Details. Internet customers currently paying \$3.00/month for GRM Modem Maintenance will continue to have the replacement cost of the modem as well as time and materials for the service call covered by the service. If a higher speed connection requires a new modem, customer will need to either select Monthly Modem Rental for \$7.95 (this includes full maintenance) or purchase the new modem for \$159.95. Purchased Modem Maintenance is available for \$3.00/month and will cover trip fees, labor and equipment replacement. Purchased Modem Maintenance may only be added to an account at the time of modem purchase.

Purchased Modem Maintenance and GRM Modem Maintenance will not be applicable if hardware has been subjected to physical abuse or used with defective or non-compatible equipment, or where damage occurs due to acts of God, or other causes beyond GRM's control, including but not limited to lightning or other forms of power fluctuations. In no event shall provider be liable for any direct, indirect, incidental, or consequential damages resulting from any defect in the hardware even if provider has been advised of the possibility of such damages. In the event of Internet connection issues, customers subscribing to GRM Modem Maintenance, Purchased Modem Maintenance, or Modem Rental will all be required to call the 24/7 technical support line for assistance before a technician will be dispatched on a service call.

All service calls will be performed during normal business hours. If customers do not subscribe to modem maintenance or modem rental and a technician is dispatched for a service call, the following charges will apply.

1. New modem and filters: \$159.95
2. Trip charge: \$30.00
3. Time: \$60/hour with minimum of one hour. After first hour, time will be charged by quarter hour.

The CAT5 cable connecting the jack to the modem is included with all modem maintenance and modem rental options.