



## Residential – Internet Access Registration Form

Name: \_\_\_\_\_ Landline #: \_\_\_\_\_ Alternate Contact #: \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### GRM Networks® Internet Access

- GRM Broadband** (up to 6Mbps download/1Mbps upload) \$42.95/month
- SuperNet 10** (up to 10Mbps download/1Mbps upload) \$49.95/month
- SuperNet 15** (up to 15Mbps download/3Mbps upload) \$59.95/month
- SuperNet 25** (up to 25Mbps download/10Mbps upload) \$79.95/month
- SuperNet 50** (up to 50Mbps download/25Mbps upload) \$139.95/month

**Wireless Router:** Free at installation or \$20 one-time charge

**GRM Modem Maintenance:** \$3.00/month

**GRM Networks® Internet Access includes 1 primary email account and 4 secondary email accounts.**

If more than 5 GRM Networks® Email accounts are needed, additional GRM Networks® Email accounts may be purchased for \$3.00/month. **Usernames** must start with a letter and contain 3 -15 characters (letters, numbers & underscore)

**Passwords** must contain 8-20 characters, must include characters from three of the following four categories: uppercase letters, lowercase letters, numbers, and non-alphanumeric characters. Acceptable non-alphanumeric characters include @ \$ & ? . The username cannot be part of the password.

**Security Password** (mother's maiden name) is needed for verification of user when calling Tech Support.

Username:	Password:	Security Password:
1.	1.	1.
2.	2.	2.
3.	3.	3.
4.	4.	4.
5.	5.	5.

### Internet Security Products

- Tech Home Protect:** \$4.95/month
- Tech Home Support:** \$14.95/month
- Tech Home Protect Plus:** \$9.95/month
- FileHopper Plus:** \$5.95 50GB, \$14.95 250GB/month

Prices & Availability Subject to Change without Notice. I have read, understand, and agree to the Terms and Conditions as stated in the company Terms and Conditions, and I acknowledge receipt of a copy thereof. I have read, understand, and agree to abide by the terms as stated in the company Acceptable Use Policy and I acknowledge receipt of a copy thereof. Speeds will vary depending on equipment and connection. SuperNet 15, SuperNet 25 and SuperNet 50 are available in select locations.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

#### Computer Requirements

##### For Windows Computers: Desktop or laptop/notebook

Windows XP, Vista, 7 or Windows 8  
 Intel Pentium Class Processor with minimum speed of 533MHz  
 512 MB RAM minimum with 1GB or more recommended  
 50 MB free hard drive disk space  
 Ethernet Network Interface Card or Wireless Card  
 (Wireless card requires wireless capable modem)  
 One of the following browsers: Internet Explorer 6.0+, Safari 2.0+  
 FireFox 2.0+, Chrome 2.0+

##### For Macintosh: Desktop or laptop/notebook

Mac OS X v.10.2 or higher  
 G3 or greater processor  
 512 MB RAM minimum with 1GB or more recommended  
 50MB free hard disk space  
 MacTCP 2.0.6 or Open Transport 1.1 Installed and Enabled  
 Ethernet Network Interface Card or Wireless Card  
 (wireless card requires wireless capable modem)  
 One of the following browsers: Safari 2.0+, FireFox 2.0+

**OFFICE USE ONLY** Map Location: \_\_\_\_\_ Service order #: \_\_\_\_\_ Date and Time of Installation: \_\_\_\_\_

**GRM NETWORKS® INTERNET SERVICES CONTRACT-Residential**

**THIS CONTRACT, is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by and between Grand River Mutual Telephone Corporation d/b/a GRM Networks® of Princeton, Mercer County, Missouri (hereinafter referred to as "Provider") and "Customer" hereinafter identified. Witnesseth: 1. Provider hereby agrees to provide GRM Networks® Internet Access Service (hereinafter "Service") to Customer upon the terms and provisions hereinafter provided. 2. Customer hereby selects the desired internet service/price per month and the duration of contract. Selections are indicated by customer's initials and date.**

GRM Broadband with speeds up to 6Mbps download/1Mbps upload	\$42.95/month	<input type="checkbox"/>
SuperNet 10 with speeds up to 10Mbps download/1Mbps upload	\$49.95/month	<input type="checkbox"/>
SuperNet 15 with speeds up to 15Mbps download/3Mbps upload	\$59.95 /month	<input type="checkbox"/>
SuperNet 25 with speeds up to 25Mbps download/10Mbps upload	\$79.95/month	<input type="checkbox"/>
SuperNet 50 with speeds up to 50Mbps download/25Mbps upload	\$139.95/month	<input type="checkbox"/>

**(SuperNet is only available in select locations. Please check for availability. Speeds vary depending on equipment and connection.)**

Customer hereby agrees to pay Provider for the service as indicated above per month, for a minimum term of **6 months** beginning on \_\_\_\_\_. Said monthly fee is for service as indicated by customer's initials above, billed on the 1st of each month, and due and payable on the 21<sup>st</sup> day of each month. In addition to providing service, Provider will give to Customer, free of charge, a wireless customer premise modem and filters.\* Provider will waive the \$185.00 non-recurring installation charge.

Customer hereby agrees to pay Provider for the service as indicated above per month, for a minimum term of **1 month** beginning on \_\_\_\_\_. Said monthly fee is for service as indicated by customer's initials above, shall be collected on the signing of this contract, and thereafter said monthly fee is billed on the 1<sup>st</sup> of each month, and due and payable on the 21<sup>st</sup> day of each month. In addition to providing service, Provider will sell to Customer a wireless customer premise modem and filters for a one-time fee of \$100.00.\* Customer will pay a \$185.00 non-recurring installation charge.

**3.** In the event Customer disconnects from Provider, moves the GRM Networks® Internet service to another location, or otherwise terminates this contract before the expiration of the minimum term set forth in Paragraph 2 above, the Customer hereby agrees to pay to Provider \$100.00 for the modem and filters,\* if the term is less than under a 6 month agreement. Customer may return the modem and filters in working order in lieu of the above mentioned cash payment. Customer agrees to pay \$25 in the event the Customer disconnects from provider at any time during the first 6 months of service. After the completion of the minimum term, Customer may terminate service by giving notice to Provider. If the Customer moves the GRM Networks® Internet service to another location within the service area within the first six months of the contract, a \$25.00 move charge will apply.

**4.** At installation, Customer will be given free of charge one modem that is required to complete the connection to the GRM Networks® Internet service.\* Customer has the option to purchase GRM Modem Maintenance for \$3.00 per month. GRM Modem Maintenance provides coverage for labor charges and repair and /or replacement for the modem and filters. Said labor will be performed during normal business hours. If Customer does not subscribe to GRM Modem Maintenance pursuant to GRM's Modem Maintenance Policy, Customer is assuming the responsibility of maintaining the modem and if repair or replacement of modem or filters is required by GRM Networks®, maintenance and repair work will be performed during normal business hours and Customer will be charged for time and material used, plus a trip charge. Pursuant to the GRM Modem Maintenance Policy, GRM Networks® 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 Networks® 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.

**5.** In the event of default of payment of amounts due by Customer to Provider, Provider may terminate service at any time thereafter, including during the minimum term provided for in Paragraph 2 above, upon THREE (3) days written notice to Customer. Customer agrees to pay a \$15.00 Reconnect Fee to restore service if Customer's Internet service has been temporarily suspended for nonpayment of amounts due.

**6.** Should Customer fail or refuse to carry out the terms of this Contract, or to make payments specified herein, this Contract may be terminated by Provider and Provider may initiate legal proceeding to enforce this Contract, including collection of amounts owed. Customer shall pay any and all legal fees and costs, including reasonable attorney's fees, incurred by Provider in the enforcement of this Contract. Interest on unpaid amounts shall accrue from the date owed at the legal rate as provided by Missouri Law. Customer waives any requirement for Notice and Demand of unpaid amounts owed.

**7.** Prices & availability subject to change without notice. I have read, understand, and agree to the Terms of Service, Acceptable Use Policy and Privacy Policy as stated by GRM Networks®, and I acknowledge receipt of a copy thereof.

**8.** This Contract shall be governed by the laws of the State of Missouri and any action to enforce this Contract shall be commenced and conducted in Mercer County, Missouri. Customer hereby consents to the jurisdiction of the Mercer County, Missouri, Circuit Court.

**ACCEPTED: CUSTOMER (S)** \_\_\_\_\_

Address: \_\_\_\_\_

Landline Telephone Number: \_\_\_\_\_ Alternate Contact Number: \_\_\_\_\_

**Exclusions may apply due to multi-dwelling units or frequency interference.**

**Rev 12/2017**