



Residential – Internet Access Registration Form and Agreement

Name: _____ Landline #: _____ Alternate Contact #: _____
 Address: _____ City: _____ State: _____ Zip: _____

Internet Speed Options:

- | | |
|--|---------------|
| <input type="checkbox"/> GRM Broadband (up to 6Mbps download/1Mbps upload) | \$42.95/month |
| <input type="checkbox"/> SuperNet 10 (up to 10Mbps download/1Mbps upload) | \$49.95/month |
| <input type="checkbox"/> SuperNet 15 (up to 15Mbps download/3Mbps upload) | \$59.95/month |
| <input type="checkbox"/> SuperNet 75 (up to 75Mbps download/75Mbps upload) | \$69.95/month |
| <input type="checkbox"/> SuperNet 200 (up to 200Mbps download/200Mbps upload) | \$79.95/month |
| <input type="checkbox"/> SuperNet 500 (up to 500Mbps download/500Mbps upload) | \$89.95/month |
| <input type="checkbox"/> SuperNet GIG (up to 1000Mbps download/1000Mbps upload) | \$99.95/month |

Each Internet account will be assessed a monthly \$3.95 modem fee. A one-time installation fee of \$100 will apply when signing a 6-month agreement. Installation fee will be waived when signing a 6-month agreement for the SuperNet 500 or SuperNet GIG connection speeds. A one-time standard installation fee of \$185 will apply when signing a month to month agreement. Standard installation includes one hard-wired connection and assistance with connecting up to five wireless devices (laptops, tablets, cell phones, and gaming systems).

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.

Username 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.

Additional Products and Services:

- | | |
|--|---|
| <input type="checkbox"/> Managed Wi-Fi: \$14.95/month (Includes Modem Fee, Tech Home Protect, and one Access Point.) | |
| <input type="checkbox"/> Additional Access Point: \$7.50/month/unit | |
| <input type="checkbox"/> Tech Home Protect: \$4.95/month | <input type="checkbox"/> Tech Home Support: \$24.95/month |
| <input type="checkbox"/> Tech Home Protect Plus: \$9.95/month | <input type="checkbox"/> File Hopper Plus: \$5.95 50GB/month or \$14.95 250GB/month |

Speeds will vary depending on equipment and connection. SuperNet 10, SuperNet 15, SuperNet 75, SuperNet 200, SuperNet 500 & SuperNet GIG are available in select locations. Exclusions may apply due to multi-dwelling units or frequency interference. Connection speed reflects the highest achievable outcome.

I have read, understand, and agree to the Terms of Service, Acceptable Use Policy and Privacy Policy as stated by Provider, and I acknowledge receipt of a copy thereof (if requested), and I acknowledge all said documents are posted on Provider’s website.

Customer Signature: _____ **Date:** _____



Residential – Internet Access Registration Form and Agreement

THIS AGREEMENT, 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.

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> GRM Broadband \$42.95/month | <input type="checkbox"/> SuperNet 10 \$49.95/month | <input type="checkbox"/> SuperNet 15 \$59.95/month | <input type="checkbox"/> SuperNet 75 \$69.95/month |
| <input type="checkbox"/> SuperNet 200 \$79.95/month | <input type="checkbox"/> SuperNet 500 \$89.95/month | <input type="checkbox"/> SuperNet GIG \$99.95/month | |

2. Customer hereby selects and hereby agrees to pay Provider for the desired Service(s), as indicated above, for a minimum term of 6 months beginning on ____/____/____. Said monthly fee for Service(s) will be billed on the 1st of each month, and due and payable on the 21st day of each month. One-time standard installation fee of \$100 will apply. Installation fee will be waived if you subscribe to SuperNet 500 or SuperNet GIG.

OR

Customer hereby selects and hereby agrees to pay Provider for the desired Service(s), as indicated above, for a minimum term of 1 month beginning on ____/____/____. Said monthly fee for Service(s) will be billed on the 1st of each month, and due and payable on the 21st day of each month. One-time standard installation fee of \$185.00 will apply.

3. In the event Customer disconnects from Provider, moves Service to another location, or otherwise terminates this Agreement before the expiration of the term set forth in Paragraph 2 above, Customer hereby agrees to pay a \$25 penalty, \$100 if installation fee was waived due to the level of service subscribed to, and Customer hereby agrees to pay to Provider \$159.95 for the modem and filters. Customer may return the modem and filters in working order in lieu of the previously mentioned \$159.95 cash payment. After the completion of the minimum term, Customer may terminate service by giving notice to Provider.

4. Customer shall pay \$3.95/month for the modem fee that covers maintaining the modem. Modem fee provides coverage for labor charges and repair and/or replacement for the modem and filters. Said labor will be performed during normal business hours. Modem fee coverage 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 Provider'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.

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 Agreement, or to make payments specified herein, this Agreement may be terminated by Provider and Provider may initiate legal proceeding to enforce this Agreement, 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 Agreement. Interest on unpaid amounts shall accrue from the date owed at the legal rate as provided by the state Law where service is provided. 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 Provider, and I acknowledge receipt of a copy thereof (if requested), and I acknowledge all said documents are posted on Provider's website.

8. This Agreement shall be governed by the laws of the State of Missouri and any action to enforce this Agreement 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: _____

Rev 5/2018