

GRM Modem Maintenance Policy

GRM Internet customers will be offered the GRM Modem Maintenance for \$3.00/month. GRM Modem Maintenance will cover the replacement cost of the modem as well as time and materials for the service call. Customers will be required to call technical support at 1-800-721-2577 before a technician will be dispatched on a service call. The CAT5 cable connecting the jack to the modem is included in the GRM Modem Maintenance. All service calls will be performed during normal business hours.

If customers do not subscribe to GRM Modem Maintenance and a technician is dispatched for a service call, the following charges will apply.

1. New modem and filters: \$100.00
2. Trip charge: \$30.00
3. Time: \$60/hour with minimum of one hour. After first hour, time will be charged by quarter hour.

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.

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