



Residential – Internet Access Registration Form and Agreement

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

Internet Speed Options:

- #surfer** (up to 25Mbps download & upload) \$42.95/month
- #streamer** (up to 75Mbps download & upload) \$69.95/month
- #gamer** (up to 200Mbps download & upload) \$79.95/month
- #happyhome** (up to 500Mbps download & upload) \$89.95/month
- #digthegig** (up to 1000Mbps download & upload) \$99.95/month

Each Internet account will be assessed a monthly \$3.95 Equipment Fee. A one-time installation fee of \$100 will apply when signing a 6-month agreement. 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).

Need an @grm.net email address? If so, please enter your preferred username: _____@grm.net

One email address is included with the Internet service. Additional email addresses are \$3/mo.

You will be given a one-time use password for your email account. You must change the password upon login. A password (pass phrase) must be a minimum of 12 – 15 characters. All passwords (pass phrases) require the use of at least 1 UPPER CASE letter, 1 lower case letter, 1 special character, and 1 number.

- * Passwords expire after 1 year and must be changed at that time.
- * Changing more frequently is advised but not required.
- * You cannot re-use a password.
- * Please allow 15 minutes for the new password to propagate through the system.
- * Write credentials down in a secure place until you memorize it then destroy the note.
- * Use of a password manager is highly encouraged.

Additional Products and Services:

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

Advertised speeds are symmetrical and reflect highest achievable outcome. Service availability varies by location.

I have read, understand, and agree to the Acceptable Use Policy, Privacy Policy, Terms of Service, and Terms and Conditions 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.

- #surfer \$42.95/month #streamer \$69.95/month #gamer \$79.95/month
- #happyhome \$89.95/month #digthegig \$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.

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 Equipment Fee that covers maintaining the modem. Equipment 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. Equipment 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 Acceptable Use Policy, Privacy Policy, Terms and Conditions, and Terms of Service 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: _____

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