



Internet Only Registration Form and Agreement (Residential)

Name: _____

Contact #: _____

Contact Email Address: _____

Service Address: _____ City: _____ State: _____ Zip: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Internet Only Speed Options:

- #streamer/solo** (up to 75Mbps download/75Mbps upload) \$75/month
- #gamer/solo** (up to 200Mbps download/200Mbps upload) \$85/month
- #happyhome/solo** (up to 500Mbps download/500Mbps upload) \$95/month
- #digthebig/solo** (up to 1000Mbps download/1000Mbps upload) \$105/month

Each Internet account will be assessed a monthly \$3.95 Equipment Fee. A one-time standard 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). Advertised symmetrical speeds listed above reflect highest achievable outcome and are not guaranteed. Package availability may vary by location.

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

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 them. Then destroy the note.
- * Use of a password manager is highly encouraged.

Additional Products and Services:

Access Points needed for Wi-Fi:

(Indicate # needed) \$4.95/mo **OR** (Indicate # needed) \$115/access point (one-time purchase price)

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

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: _____



Internet Only Registration Form and Agreement (Residential)

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®, LTC Networks®, or SCC Networks® of Princeton, Mercer County, Missouri (hereinafter referred to as "Provider") and "Customer" hereinafter identified. Witnesseth:

1. Customer hereby selects and hereby agrees to pay Provider for the desired Internet Only Service, as indicated below. Customer acknowledges that the advertised symmetrical speeds reflect highest achievable outcome, and are not guaranteed. Package availability may vary by location. The monthly charge for Internet Only Service will be billed on the 1st of each month, and due and payable on the 21st day of each month. If payment is not received by the 21st day of the month, Provider will email Customer via the Contact Email Address that is listed below a reminder to pay notice, and a \$5 fee will be added to the customer's account. In the event of default of payment of amounts due by Customer to Provider, Provider may suspend service at any time thereafter, upon FIVE (5) days written notice to Customers in Iowa and upon TEN (10) days written notice to Customers in Missouri. Customer agrees to pay a \$15.00 Reconnect Fee to restore service if Customer's Internet Only Service has been temporarily suspended for nonpayment of amounts due. A one-time standard 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).

Select Internet Only Service package and agreement length:

- #streamer/solo \$75/month 75Mbps download/75Mbps upload
- #gamer/solo \$85/month 200Mbps download/200Mbps upload
- #happyhome/solo \$95/month 500Mbps download/500Mbps upload
- #digthegig/solo \$105/month 1000Mbps download/1000Mbps upload
- 6-month agreement with \$100 Standard Installation**
- Month-to-Month agreement with \$185 Standard Installation**

2. Provider hereby agrees to provide the Internet Only Service package selected above to Customer upon the terms and provisions hereinafter provided. **Customer acknowledges and agrees that landline telephone service is not included with the Internet Only Service, therefore Customer will not have dial tone and will not be able to make or receive telephone calls using the traditional landline service. This includes but is not limited to emergency 911 calls. Customer is also advised that Provider will not update Customer 911 address information in the PSAP/E911 database.**

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 above, Customer hereby acknowledges and agrees to pay a \$25 penalty, and agrees to pay Provider for any Provider-owned equipment used to provide service that is not physically attached to the premise. Provider will include said charges on the final invoice to Customer. If Customer returns said Provider-owned equipment in working order, charges will be credited back to the account. Customer may terminate service at any time by giving notice to Provider.

4. Customer will pay the current monthly rate for the Equipment Fee. The Equipment Fee provides coverage for maintenance and/or replacement of the equipment necessary to provide service up to the demarcation point including labor and trip charges. 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. 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 proceedings 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.

6. 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.

7. Prices & availability subject to change without notice. I understand that the subscribed Internet Only Service does not include landline telephone service, and I will not be able to make telephone calls using the network. This includes but is not limited to emergency 911 calls. 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.

ACCEPTED: CUSTOMER(S) _____ Date: _____

Service Address: _____

Mailing Address: _____

Contact Number: _____ Contact Email Address: _____