



Residential – Internet Service Registration Form and Agreement

Customer Name: _____ Phone #: _____ Email Address: _____

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

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

Internet Speed Options:

- #surfer** (up to 50Mbps download/50Mbps upload) \$42.95/month plus phone
- #streamer** (up to 100Mbps download/100Mbps upload) \$69.95/month plus phone
- #streamer/solo** (up to 100Mbps download/100Mbps upload) \$75.00/month Internet only
- #gamer** (up to 200Mbps download/200Mbps upload) \$79.95/month plus phone
- #gamer/solo** (up to 200Mbps download/200Mbps upload) \$85.00/month Internet only
- #happyhome** (up to 500Mbps download/500Mbps upload) \$89.95/month plus phone
- #happyhome/solo** (up to 500Mbps download/500Mbps upload) \$95.00/month Internet only
- #digthegig** (up to 1000Mbps download/1000Mbps upload) \$99.95/month plus phone
- #digthegig/solo** (up to 1000Mbps download/1000Mbps upload) \$105.00/month Internet only

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).

Choose either option 1 or option 2:

- 1) Customer hereby selects and hereby agrees to pay Provider for the desired Internet Service, as indicated above, for a minimum term of 6 months beginning on date of installation. Said monthly fee for Service(s) will be billed on the 1st day of each month, and due and payable on the 21st day of each month. One-time standard installation fee of \$100.00 will apply.
- 2) Customer hereby selects and hereby agrees to pay Provider for the desired Internet Service, as indicated above, for a minimum term of 1 month beginning on date of installation. Said monthly fee for Service(s) will be billed on the 1st day of each month, and due and payable on the 21st day of each month. One-time standard installation fee of \$185.00 will apply.

Additional Products and Services:

Access Points needed for Wi-Fi:

(Indicate # needed) \$4.95/access point/month OR (Indicate # needed) \$115.00 each

- Managed Wi-Fi: \$14.95/month (Includes Equipment Fee, One Access Point and Tech Home Protect.)
- Tech Home Protect: \$4.95/month
- Tech Home Protect Plus: \$9.95/month
- Tech Home Support: \$24.95/month

Advertised symmetrical speeds reflect highest achievable outcome. Speeds will vary depending on equipment and connection. Speed options listed above may not be available in all locations and are not guaranteed. Service availability varies by location.

(OVER)

GRM Networks®, LTC Networks®, and SCC Networks® are equal opportunity providers and employers.
GRM Networks®, LTC Networks® y SCC Networks® son proveedores y empleadores que ofrece igualdad de oportunidades.



Residential – Internet Service Registration Form and Agreement

THIS AGREEMENT, is made and entered into on the date set forth below, by and between Grand River Mutual Telephone Corporation d/b/a GRM Networks®, Lathrop Telephone Company d/b/a LTC Networks® or South Central Communications, Incorporated d/b/a SCC Networks®, of Princeton, Mercer County, Missouri (referred to as "Provider" as applicable) and "Customer" identified on Registration Form on reverse side of this page. Witnesseth:

1. 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 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 send notice to Customer (via mail to the Mailing Address listed on Registration Form on reverse side of this page to Customers with Phone Service and via email to the Email Address listed on Registration Form on reverse side of this page to Customers with Internet Only Service) 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 terminate service at any time thereafter, upon FIVE (5) business days written notice to Customers in Iowa and upon TEN (10) calendar days written notice to Customers in Missouri. 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.
2. Provider hereby agrees to provide GRM Networks Internet Service (hereinafter "Internet Service"), either with phone or Internet only, to Customer upon the terms and provisions herein provided. Customer acknowledges and agrees that landline telephone service is not included with Internet Only Service, therefore Customer will not have dial tone and will not be able to complete telephone calls using the service. This includes but is not limited to emergency 911 calls. Customer is also advised that Provider will no longer update Customer location in the PSAP/E911 database.
3. In the event Customer disconnects Internet Service from Provider, moves Service to another location, or otherwise terminates this Agreement before the expiration of the term set forth in Paragraph 1 above, Customer agrees to pay a \$25 penalty. Customer hereby acknowledges 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 equipment 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. After completion of the minimum term, Customer may terminate service at any time by giving notice to Provider.
4. Customer will pay a \$3.95/month Equipment Fee. The Equipment Fee provides coverage for the 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. One email address is included with the Internet service if requested. Additional email addresses are \$3.00/ month. If requesting an email address, customer requests the following preferred username: _____@grm.net. Customer will be given a one-time use password for the email account, which must be changed 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. Passwords cannot be re-used. After changing, allow 15 minutes for the new password to update through the system. Write credentials down in a secure place until memorized then destroy the note. Use of a password manager is highly encouraged.
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. If selected, Customer understands that Internet only service does not include landline telephone service. If Customer selects Internet only service, Customer acknowledges they will not be able to make telephone calls using the network. This includes but is not limited to 911 emergency calls. Customer has read, understands, and agrees to the Acceptable Use Policy, Privacy Policy, Terms and Conditions, and Terms of Service as stated by Provider, and acknowledges receipt of a copy thereof (if requested), and acknowledges 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 Signature: _____ Date: _____