Residential – Internet Service Registration Form and Agreement

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

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

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

Internet Only Service:

☐ Up to 1 Gig/1Gig (1000 Mbps/1000 Mbps)	$105.00/month
☐ Up to 500 Mbps/500 Mbps	$95.00/month
☐ Up to 200 Mbps/200 Mbps	$85.00/month
☐ Up to 100 Mbps/100 Mbps	$75.00/month

Internet With Phone Service (does not include required charges for phone):

☐ Up to 1 Gig/1Gig (1000 Mbps/1000 Mbps)	$99.95/month
☐ Up to 500 Mbps/500 Mbps	$89.95/month
☐ Up to 200 Mbps/200 Mbps	$79.95/month
☐ Up to 100 Mbps/100 Mbps	$69.95/month
☐ Up to 50 Mbps/50 Mbps	$42.95/month

Each internet account will be assessed a $3.95/month Equipment Fee. A one-time installation fee of $100.00 will apply when signing a six (6) month Agreement. A one-time standard installation fee of $185.00 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 reflect the maximum available speeds under optimal conditions. Actual upload and download speeds may vary depending on device capabilities, number of connected devices, wifi interference, website/server limitations, and other factors.

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. Said monthly fee for Service(s) will be billed on the 1st day of each month, and is due and payable on the 21st day of each month. One-time standard installation fee of $100.00 and a $25 Early Termination Fee will apply.
Minimum term of six (6) months beginning on date of installation.

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

Smart WiFi:

☐ $10.00/month - Includes complete in-home wifi coverage; the Plume Home® mobile app to manage the digital ecosystem, provide enhanced security, and monitor and control the network, users and devices; and professional installation. Smart WiFi installation includes one hard-wired connection and assistance with connecting up to ten wireless devices (laptops, tablets, cell phones and gaming systems). If Customer does not subscribe to GRM Networks' Smart WiFi Service, Customer assumes responsibility for maintaining their wifi network. Smart WiFi is not available to Customers utilizing Customer-owned equipment. Certain restrictions apply.

(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.

Revised August 2026

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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 the individual(s) identified on the reverse side of this page ("Customer"). Witnesseth:

1. Customer hereby selects and hereby agrees to pay Provider for the desired Internet Service Option (hereinafter "Internet Service"), as indicated on the reverse side of this page. The monthly charge for Internet Service will be billed on the 1st day of each month and is 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 a reminder to pay notice to Customer and a $5.00 late payment fee will be charged to Customer's account. In the event of default of payment of amounts due by Customer to Provider, Provider may terminate service 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 fee to restore service ("Reconnect Fee") if Customer's Internet Service has been temporarily suspended for nonpayment of amounts due.

2. Provider hereby agrees to provide GRM Networks 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 Internet Only Service. This includes, but is not limited to, emergency 911 calls. Customer is also advised that, if Customer subscribes to Internet Only Service, Provider will not update the Customer's service address location in the PSAP/E911 database.**

3. In the event Customer disconnects Internet Service from Provider or otherwise terminates this Agreement before the expiration of any minimum term for any Service selected by Customer in this Agreement ("Minimum Term"), Customer agrees to pay a $25.00 Early Termination Fee per Service. After the completion of any Minimum Term, Service continues on a month-to-month basis and Customer may terminate Service by providing notice to Provider. 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 charges for said equipment on the final invoice to Customer. If Customer returns said equipment to Provider in good working order, reasonable wear and tear accepted, the charges for said equipment will be credited back to Customer's account.

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. **Customer acknowledges that landline phone service provided over fiber optics requires backup battery power to continue functioning during a power outage.** To avoid disruption of landline voice service during a power outage – and **to maintain the ability to connect to 911 emergency services** – Provider makes available for purchase an uninterrupted power system (UPS) with backup battery. The battery provided by Provider has a limited life and will eventually need to be replaced. Provider offers the option of purchasing replacement batteries for the UPS once the batteries reach end of life in order to continue backup power for the landline phone. Provider also offers the option to purchase a UPS with battery backup for customers who later subscribe to landline voice service after initially subscribing to Internet Only Service. The backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, internet access, cordless phones, and other equipment will not run on a landline phone backup battery. To purchase a backup battery, call 800-451-2301 for the Princeton business office, 800-551-1930 for the Bethany business office, 800-551-1940 for the Leon business office, dial 777 from the landline phone, or go to the local business office. There may be an additional charge if Customer requests installation of the backup battery.

6. One email account is included with Service, if requested. Additional email accounts are $3.00/month.

7. 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.

8. Pricing & availability is subject to change without notice. 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.

9. 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: _____