



## Residential – Internet Access Registration Form and Agreement

Name: \_\_\_\_\_ Landline #: \_\_\_\_\_ Alternate Contact #: \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Internet Speed Options:**

- GRM Broadband** (up to 6Mbps download/1Mbps upload) \$42.95/month
- SuperNet 10** (up to 10Mbps download/1Mbps upload) \$49.95/month
- SuperNet 15** (up to 15Mbps download/3Mbps upload) \$59.95/month
- SuperNet 75** (up to 75Mbps download/75Mbps upload) \$69.95/month
- SuperNet 200** (up to 200Mbps download/200Mbps upload) \$79.95/month
- SuperNet 500** (up to 500Mbps download/500Mbps upload) \$89.95/month
- SuperNet GIG** (up to 1000Mbps download/1000Mbps upload) \$99.95/month

A one-time installation fee of \$100 will apply when signing a 6-month agreement. Installation fee will be waived when signing a 6-month agreement for the SuperNet 500 or SuperNet GIG connection speeds. 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).

**Modem Options:**

- Modem Rental: \$7.95/month** (Maintenance Included)
- Modem Purchase: \$159.95** one-time charge     **Purchased Modem Maintenance: \$3/month** (offered for purchased modem only)

GRM Networks® Internet Access includes 1 primary email account and 4 secondary email accounts.

If more than 5 GRM Networks® Email accounts are needed, additional GRM Networks® Email accounts may be purchased for \$3.00/month.

**Usernames** must start with a letter and contain 3 -15 characters (letters, numbers & underscore).

**Passwords** must contain 8-20 characters, must include characters from three of the following four categories:

uppercase letters, lowercase letters, numbers, and non-alphanumeric characters. Acceptable non-alphanumeric characters include @ & ? . The username cannot be part of the password.

**Security Password** (mother's maiden name) is needed for verification of user when calling Tech Support.

Username:	Password:	Security Password:
1.	1.	1.
2.	2.	2.
3.	3.	3.
4.	4.	4.
5.	5.	5.

**Additional Products and Services:**

- Managed Wi-Fi: \$14.95/month** (Includes Modem Rental, Tech Home Protect, and one Access Point. Service not available when modem is purchased.)
- Additional Access Point: \$7.50/month/unit**
- Tech Home Protect: \$4.95/month**                       **Tech Home Support: \$24.95/month**
- Tech Home Protect Plus: \$9.95/month**                       **FileHopper Plus: \$5.95 50GB/month**  
\$14.95 250GB/month

Speeds will vary depending on equipment and connection. SuperNet 10, SuperNet 15, SuperNet 75, SuperNet 200, SuperNet 500 & SuperNet GIG are available in select locations. Exclusions may apply due to multi-dwelling units or frequency interference. A limited warranty is included with the purchase of a modem. See website for complete warranty details.

I have read, understand, and agree to the Terms of Service, Acceptable Use Policy and Privacy Policy as stated by Provider, and I acknowledge receipt of a copy thereof and I acknowledge all said documents are posted on Providers website.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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:

GRM Networks®, LTC Networks®, and SCC Networks® are equal opportunity providers and employers.  
 GRM Networks®, LTC Networks® y SCC Networks® son proveedores de servicios con igualdad de oportunidades.



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1. Provider hereby agrees to provide GRM Networks® Internet Access Service (hereinafter "Service") to Customer upon the terms and provisions hereinafter provided.

- GRM Broadband \$42.95/month   
  SuperNet 10 \$49.95/month   
  SuperNet 15 \$59.95/month   
  SuperNet 75 \$69.95/month  
 SuperNet 200 \$79.95/month   
  SuperNet 500 \$89.95/month   
  SuperNet GIG \$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 21<sup>st</sup> day of each month. One-time standard installation fee of \$100 will apply. Installation fee will be waived if you subscribe to SuperNet 500 or SuperNet GIG.

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 21<sup>st</sup> 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 and the \$100 if installation fee was waived due to the level of service subscribed too. 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 to Provider \$159.95 for the modem and filters or Customer may return the modem and filters in working order in lieu of the previously mentioned cash payment. If Customer purchased the modem at installation, Customer will keep modem. After the completion of the minimum term, Customer may terminate service by giving notice to Provider.

4. At installation, Customer will have the option to purchase a modem for the one-time charge of \$159.95 or rent the modem for \$7.95/month. Modem Maintenance is included with Modem Rental. Modem Maintenance provides coverage for labor charges and repair and/or replacement for the modem and filters. Said labor will be performed during normal business hours. A 90-day full maintenance warranty covering modem, filters, labor, trip charge and materials and a 9-month partial maintenance warranty covering only the modem is included with a purchased modem. Purchased Modem Maintenance is \$3.00/month and must be added to the account at the time of modem purchase. Purchased Modem Maintenance provides coverage for labor charges and repair and/or replacement for the modem and filters. Said labor will be performed during normal business hours.

If Customer does not subscribe to maintenance pursuant to the Modem Maintenance Policy or the Purchased Modem Maintenance Policy, Customer is assuming the responsibility of maintaining the modem. Pursuant to the Modem Maintenance Policy or the Purchased Modem Maintenance Policy, 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 Providers 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 Missouri Law. 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 Terms of Service, Acceptable Use Policy and Privacy Policy as stated by Provider, and I acknowledge receipt of a copy thereof and I acknowledge all said documents are posted on Providers 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: \_\_\_\_\_

**Rev 3/2018**