



GRM Internet Residential – Internet Access Registration Form

Name: _____ SCC Land Line #: _____ Alternate Contact #: _____
Address: _____ City: _____ State: _____ Zip: _____

GRM Internet Access

- GRM Broadband:** up to 6Mbps download/1Mbps upload \$42.95/month
- GRM Wireless Broadband:** \$42.95/month (only available in select areas)
- SuperNet 15:** up to 15Mbps download/3Mbps upload \$60.00/month
- Wireless Router:** Free at installation or \$20 one-time charge

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

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

Usernames are the first part of your GRM Email address and must contain 3 -15 characters (letters, numbers & underscore)

Passwords must contain 6-20 characters (can be combination of numbers, letters, underscore & symbols)

A **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.

Internet Security Products

- SecureIT:** \$3.50/month **SecureIT Plus:** \$4.95/month **Password Genie:** \$1.95/month
- FileHopper Plus:** \$2.95 5GB, \$5.95 50GB, \$14.95 250GB/month
- Security Bundle #1:** \$9.95/month (SecureIT Plus, 50GB FileHopper Plus, Password Genie)
- Security Bundle #2:** \$8.50/month (SecureIT, 50GB FileHopper Plus, Password Genie)

Prices & Availability Subject to Change without Notice. I have read, understand, and agree to the Terms and Conditions as stated in the Grand River Mutual Terms and Conditions, and I acknowledge receipt of a copy thereof. I have read, understand, and agree to abide by the terms as stated in the Grand River Mutual Acceptable Use Policy and I acknowledge receipt of a copy thereof. Speeds will vary depending on equipment and connection.

SuperNet 15 is available in select locations.

Customer Signature: _____ **Date:** _____

Computer Requirements

For Windows Computers:
 Windows 2000/ME/XP/Vista
 133 MHz or faster Pentium Class Processor
 128 MB RAM
 50 MB free space on Hard Drive for Software if needed
 Network Interface Card (GRM Broadband Only)

For Macintosh Computers:
 Mac OS 8.5 or higher
 601 Series PowerPC Processor or higher
 125 MB RAM
 50MB free space on Hard Drive for software if needed
 MacTCP 2.0.6 or Open Transport 1.1 Installed and Enabled
 Network Card (GRM Broadband Only)

OFFICE USE ONLY Map Location: _____ Service order #: _____

Date and Time of Installation: _____

GRM INTERNET SERVICES CONTRACT-Residential

THIS CONTRACT, is made and entered into on this _____day of _____, 20___, by and between Grand River Mutual Telephone Corporation of Princeton, Mercer County, Missouri (hereinafter referred to as "Provider") and "Customer" hereinafter identified. Witnesseth:

1. Provider hereby agrees to provide GRM Internet Access Service (hereinafter "Service") to Customer upon the terms and provisions hereinafter provided.
2. Customer hereby selects the desired internet service/price per month and the duration of contract. **Selections are indicated by customer's initials and date.**

_____ GRM Broadband with speeds up to 6Mbps download/ 1Mbps upload priced at \$42.95 per month

_____ SuperNet 15 with speeds up to 15Mbps download/3Mbps upload priced at \$60.00 per month

_____ SuperNet 25 with speeds up to 25Mbps download/10Mbps upload priced at \$79.95 per month

(SuperNet is only available in select locations. Please check for availability. Speeds vary depending on equipment and connection.)

Customer hereby agrees to pay Provider for the service as indicated above per month, for a minimum term of **12 months** beginning on _____. Said monthly fee is for service as indicated by customer's initials above, billed on the 15th of each month, and due and payable on the 7th day of each month. In addition to providing service, Provider will give to Customer, free of charge, a wireless customer premise modem and filters. Provider will waive the \$185.00 non-recurring installation charge.

Customer hereby agrees to pay Provider for the service as indicated above per month, for a minimum term of **1 month** beginning on _____. Said monthly fee is for service as indicated by customer's initials above, shall be collected on the signing of this contract, and thereafter said monthly fee is billed on the 15th of each month, and due and payable on the 7th day of each month. In addition to providing service, Provider will sell to Customer a wireless customer premise modem and filters for a one-time fee of \$83.00. Customer will pay a \$185.00 non-recurring installation charge.

3. In the event Customer disconnects from Provider, moves the GRM Internet service to another house or business, or otherwise terminates this contract before the expiration of the minimum term set forth in Paragraph 2 above, the Customer hereby agrees to pay to Provider \$83.00 for the modem and filters, if under a 12 month agreement. Customer may return the modem and filters in working order in lieu of the above mentioned cash payment. Customer agrees to pay \$25 in the event the Customer disconnects from provider at any time during the first 12 months of service. After the completion of the minimum term, Customer may terminate service by giving notice to Provider. If the customer moves the GRM Internet service to another house or business located in the GRM service area within the first six months of the contract, a \$25.00 move charge will apply.

4. The hardware furnished hereunder is warranted to be free from defects in material and workmanship for a period of 12 months from date of installation. Provider will, at Provider's expense and option, either repair or replace the defective hardware provided that Customer has notified Provider and upon inspection, Provider has found such hardware to be defective and covered by this limited warranty. The Customer's sole and exclusive remedy hereunder will be limited to repair or replacement. If Customer requires warranty service other than during Provider's normal business hours, such service will be provided on a best effort basis, at Provider's then current hourly rates and terms for service outside normal business hours. Provider will not honor this limited warranty where hardware has been subjected to physical abuse or used with defective or non-compatible equipment, or where damage occurs due to acts of God, including but not limited to lightning or other forms of power fluctuations. The limited warranty set forth here is in lieu of all other warranties, express or implied including without limitation any warranties of merchantability or fitness for a particular purpose. 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 \$ 25.00 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 Contract, or to make payments specified herein, this Contract may be terminated by Provider and Provider may initiate legal proceeding to enforce this Contract, 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 Contract. 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 Grand River Mutual, and I acknowledge receipt of a copy thereof.

8. This Contract shall be governed by the laws of the State of Missouri and any action to enforce this Contract 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 _____

LandlineTelephone Number _____ Alternate Contact Number _____