

Grand Lake Telecommunications

-- BROADBAND Agreement --

Grand Lake Telecommunication (GLT) is pleased to offer BROADBAND service for your Internet connection.

Minimum Requirements: Windows XP or higher and a NIC Card or WIFI capability.

GLT employees are not authorized to work on a customer's computers or network, except where required during BROADBAND installation.

Please call our office at 918-253-3474 if you need your service disconnected for any reason. If you fail to notify our office requesting disconnection, you will be responsible for the monthly fee, even if there is no activity on this account. Please contact us to avoid this problem.

CUSTOMER OWNED EQUIPMENT - GLT techs are not permitted to work on, assemble, install, or set up a customer's personally owned equipment, not purchased through GLT. The customer will be responsible for any technical difficulties with their equipment, including, but not limited to, connection problems, default settings, power surges, etc.

MALICIOUS/ILLEGAL ACTIVITY – GLT shall have the authority to disconnect service if your computer causes server issues (Viruses, Illegal Downloads, DDoS Attack, etc.) and service will continue to be disconnected until you provide GLT with proof that your computer has been serviced and cleaned and is free of all malicious and/or illegal software. If said proof is not provided within 60 days, your service will be permanently disconnected. If disconnection becomes necessary during your 1-year agreement period, the \$185.00 Installation Fee will be prorated and billed on your final bill. A \$65.00 Early Termination Fee may apply also.

BROADBAND Installation Fee is \$185.00. By signing below, you agree to have an active account for 1-year with GLT for BROADBAND service; whereas GLT will waive the Installation Fee. If you disconnect service during that time, or the account is permanently disconnected as a result of a temporary disconnect for non-pay, the \$185.00 will be prorated and billed on your final bill. A \$65.00 Early Termination Fee may apply also.

I agree to continue BROADBAND service through GLT for 1-year from the date of installation.

Signed by: _____

Date: _____

Printed Name: _____

If you choose not to sign the 1-year service agreement, the \$185.00 will be collected at the time of application for service, in addition to the first month's rate.

I agree to BROADBAND service on a month-to-month basis.

Signed by: _____

Date: _____

Printed Name: _____

FOR OFFICE USE ONLY:

Signed By: _____ Account Number: 111- _____

Signed Date: _____ Service Installed: _____