

Card Location: VCC: EQN
Modem Serial Number: Modem Type:
MAC:
SSID: Channel: Wifi Key:



CUSTOMER INFORMATION

Please write clearly using blue or black ink.
For assistance with this form, call (912) 523-5111

Telephone number for DSL service : Account Holder's Name:
()

Address for connection of DSL Service :

City: State: Zip:

DSL SERVICE PLAN

- DSL Lite Gear (3 Mbps Down / 1 Mbps UP) = \$39.95 / mo
 - DSL Mid Gear (10 Mbps Down / 1 Mbps UP) = \$59.95 / mo
 - VDSL Nitro (25 Mbps Down / 3 Mbps UP) = \$89.95 / mo *
 - Turbo Bonded VDSL (50 Mbps Down / 10 Mbps UP) = \$89.95 / mo *
 - DSL Low Gear (5 MB Down / 512 UP) = \$49.95 / mo
 - DSL High Gear (15 Mbps Down / 1 Mbps UP) = \$69.95 / mo *
 - VDSL Nitro+ (40 Mbps Down / 6 Mbps UP) = \$99.95 / mo *
- * Not Available in All Areas.

EQUIPMENT OPTIONS

GTCONLINE offers a list of Approved Modems for either purchase or as part of a seperate rental agreement.

- SR360N (ADSL2+)
- SR506N (VDSL)
- 8920NE (Bonded xDSL)
- Purchase
- Rent

IP ADDRESSES

One dynamically assigned IP address is included with High Gear DSL services. A static IP address is great for camera systems and business customers. To request a static IP address please complete the below section:

- Yes, please provide me with a static IP address (\$50 setup fee).

MISC. INFORMATION

- In order for us to provide you with the highest quality service available GTCONLINE needs to know the answers to several simple questions.
- I have an alarm system in my house. (If so please contact your alarm system provider to place a RJ-31 DSL Filter to eliminate any issues)
 - My satellite TV reciever is connected to the telephone line in my house.
 - I need additional filters (you need one for each phone jack in use in your home. (\$2.95 each)
 - I need a Wall Filter for my Wall Telephone.

ACCOUNT INFORMATION

Login Name :

minimum of 6 characters a maximum of 28

Password :

minimum of 6 characters a maximum of 64. For security purposes this must be different than your Login Name.

Secret Question :

your security question (ex: birthplace, hospital where you were born, frequent flyer number, first school).

Answer :

this is the correct response you will have to provide our technicians to receive support on your service.

INTERNET SERVICE AGREEMENT HIGHLIGHTS

- ▶ **4.1 Installation.** If Customer desires GTC to provide installation of CPE, Customer must request installation when applying for Services. By requesting installation, Customer agrees to pay the Installation Fee provided in Section 4.3. If Customer schedules a CPE installation appointment and neither Primary Customer Account Holder nor any other person authorized to permit installation is present at the scheduled time, Customer agrees to pay a No-Show Charge of \$100 unless Customer notifies GTC at least twenty-four hours prior to the scheduled time. Customer authorizes GTC and its employees to enter Customer's premise in order to install, maintain, inspect, repair, or remove CPE. By scheduling an installation appointment, Customer authorizes GTC to enter Customer's premises.
- ▶ **4.3 Router / Modem.** If Customer requests installation services pursuant to Section 4.1, Customer shall pay a DSL installation fee of \$100 (the "Installation Fee"), which includes initial setup and pre-configuration of the DSL router/modem. An additional fee of \$20 is charged if GTC must reconfigure the DSL modem, and a \$125 per hour fee is charged if Customer desires to use a modem that is not an approved device. If Customer, Customer's staff, or consultants make any changes to the DSL modem, GTC is not responsible for monitoring the DSL circuit or for any service outages or problems that may result. GTC does not recommend installation of a firewall or VPN software in routers that have not been upgraded to handle these features or functions without performance degradation. Customer is responsible for all DSL circuit performance problems that result from installation of VPN software or hardware not approved by GTC (See 4.3.1 for a list of approved equipment).
- ▶ **4.4 CPE Warranties.** Any GTC-provided CPE equipment will be either a new or fully inspected, tested, or repackaged unit(s). The CPE equipment is provided AS IS WITH NO WARRANTY. GTC is not the manufacturer of your CPE equipment and GTC makes no warranties regarding your CPE equipment, whether expressed or implied, including any warranties of merchantability, suitability, or fitness for a particular purpose of any type or character. ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED.
- ▶ **5.1 Credit History.** GTC at its sole discretion will verify credit history based on GTC customer payment history to determine Activation Fees and Equipment Fees (collectively known as "Installation Charges"), if any. If Customer has a negative credit history with GTC (defined as any balance brought forward from previous month's invoice for past 6 months, or disconnection of any services for non-payment during the last 12 months), or has no credit history with GTC, Customer may obtain Services only if Customer pays a \$100 Activation Fee; provided, however, that the Activation Fee will be waived if Customer agrees to enroll for automatic payment to GTC of fees for Services.
- ▶ **5.3.1** The fee for the Customer payment period is due on or before the first day of the current payment period. If payment is not received by the 10th of the month in which payment for the payment period is due then the amount due for that month shall be the month-to-month price for the Service. If payment is not received by the 5th of the month in which payment for the payment period is due, GTC reserves the right to immediately suspend Service, provided that if the 5th of the month is a Friday, Saturday or Sunday, then suspension will take effect on the next business day. The total amount due and a reconnection fee of \$100 must be paid before Service is restored.
- ▶ **6.3 Early Termination Fee,** If a Customer that elected an initial fixed term terminates the Service prior to the end of the fixed term, or if Customer (whether on a fixed term or month-to-month basis) does not provide the required advance notice of termination pursuant to Section 6.1, then Customer shall pay GTC an Early Termination Fee equal to the lesser of \$200 or the remaining payments for the fixed term.

DECLARATION - MUST BE COMPLETED

Glenwood Telephone Company's Terms of Service (Acceptable Use Policy, Internet Service Agreement & Modem Agreement) sets out the terms and conditions applying to this application and all products and services GTCONLINE provides to you. Your Contract is with GTCONLINE (a division of Glenwood Telephone Company). A summary of the TOS is included with this form. You can obtain the full TOS agreement from <http://www2.gtconline.com/legal>, or by telephoning the business office at (912) 523-5111 during normal business hours.

By signing below you declare that:

- *all the information I have provided is correct*
- *I have read, understood and agree to abide by the above information and the TOS Agreement*
- *I am authorized to make this declaration and am at least 18 years old*

Signature :

Date :