



Mountain Telephone

Broadband Internet Service

Waiver and Terms of Agreement

425 Main Street
PO Box 399
West Liberty, Ky
41472
606-743-3121
www.mrtc.com

Installation & Service

- _____ 1. I hereby agree to allow Mountain Telephone access to my electronic devices for the installation of Broadband Service. I understand Mountain Telephone assumes NO responsibility for damages caused from incompatibility of hardware or software with my device(s).
- _____ 2. I understand that additional wires, hardware, and other devices may be necessary in or around my computer for Broadband Service. I give Mountain Telephone permission to install and/or set-up such devices and know that I may incur additional costs.
- _____ 3. I understand that the Mountain Telephone technician will make sure Broadband Service is working properly. I understand that upon the Mountain Telephone technician's configuration and departure from my house, I agree that Broadband is working to my satisfaction and that Mountain Telephone is released from any liability.
- _____ 4. I agree it is my responsibility to resolve any non-Broadband issues that involve customer owned electronic devices.
- _____ 5. I understand that Mountain Telephone will make every effort to provide the speed of Broadband Service Plan I requested through a wired connection. I also understand that under certain conditions it may not be possible to obtain my requested speed.
- _____ 6. I agree that I must return the Broadband Gigacenter, Gigaspire or other leased equipment provided to me for service after disconnecting. If not, I will be charged the full price of \$150.
- _____ 7. I understand that by using Mountain Telephone's Broadband Internet Service, I am agreeing to the terms of the Internet Acceptable Usage Policy/ Terms of Service found on the website at <http://www.mrtc.com/Sub/AUP.html>.
- _____ 9. I understand that, if there is any illegal use, Mountain Telephone has the right to cease providing services.

SUPPORT

_____ WiFi Advantage- Includes Protect IQ and Experience IQ- \$9.95

_____ **Prorated charges have been explained to me.**

Customer Signature _____ Date ____/____/____

Mountain Telephone Representative _____ Date ____/____/____

*By signing this agreement, I acknowledge that I have read and understand the above statements.



Mountain Telephone

Agreement for BROADBAND Internet Service

I _____, do hereby agree to purchase for a period of six (6) months, from Mountain Telephone, Broadband Internet Service at a rate of _____ per month. This monthly charge will be directly billed to me or on my telephone bill and will be due by the 10th of each month.

I understand, that as a new customer, I have a 30 day period to disconnect my service if I am not satisfied. ONLY if I call Mountain Telephone within the first 30 days, I will not be charged an early disconnect fee nor for the cost of the equipment if it is returned.

I understand that if I should break this agreement prior to the end of the 6 month period, I will be charged a prorated amount of the \$211.00 installation fee for the remaining months, plus, I must return the equipment.

Moving service from one residence to another residence will result in the termination of the existing contract and a new contract will be required. If the service is moved within the same residence, the fee is \$105.50.

I also understand that if I choose to change my Internet speed to a lower plan, a \$25.00 downgrade fee will be added to my next bill.

As a Broadband Internet customer, I (the customer):

- Agree to utilize the service exclusively and not provide access to third parties either by “sharing” or “resale”.
- Understand that Mountain Telephone has the right to cancel or terminate this agreement and the service provided without liability for any reason at the company’s sole discretion.

As the service provider, Mountain Telephone:

- Is not responsible for any internal intrusion to the customer’s computer or network malfunctions and/or hardware and software.

Signed and witnessed, this the _____ day of _____, 20____.

Customer

Agreement Number

Account Number

Mountain Telephone Customer Service Representative



Username: _____

Password: _____

Router Rental: _____

Contact Number: _____

Cell Phone: _____

Email Address: _____
