



**Mountain Telephone**

# Broadband

## Waiver and Terms of Agreement

405 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 also understand that if I lease a Router from Mountain Telephone and there is a technical matter that cannot be resolved, Mountain Telephone will make every effort to resolve the problem, however, if the problem is in the customer's device, I understand that I am responsible for this correction.
- \_\_\_\_\_ 4. 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.
- \_\_\_\_\_ 5. I agree it is my responsibility to resolve any non-Broadband issues that involve customer owned electronic devices.
- \_\_\_\_\_ 6. I understand that Mountain Telephone will make every effort to provide the speed of Broadband service I requested. I also understand that under certain conditions it may not be possible to obtain my requested speed.
- \_\_\_\_\_ 7. I agree that if I sign up for service under any of Mountain Telephone's leasing agreements and I do not return the equipment provided to me upon disconnecting my Broadband service, I will be charged the full equivalent price of the equipment.
- \_\_\_\_\_ 8. 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.

### LEVEL OF SUPPORT (circle)

Level 1- Customer owned equipment- no charge

Level 2- MRTC Router- \$2.00

Level 3- WiFi Xstream- \$8.95

\_\_\_\_\_ **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

## Pricing Agreement for Broadband Internet Services

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 included with my regular telephone service bill and will be due by the 10<sup>th</sup> 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, will I not be charged an early disconnect fee & the cost of the equipment.**

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

**I understand that if I should break this agreement prior to the end of the 6 month period, I will be charged an early termination fee of \$25.00.**

**I also understand there is a fee to move the service within the 6 month contract period. Moving service from one residence to another residence will result in the termination of the existing contract, plus an early termination fee of \$25.00. A new contract will be required. If the service is moved within the same residence, the fee is \$92.50.**

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

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Member Number

\_\_\_\_\_  
Mountain Telephone Customer Service Representative

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Wireless Router Rental: \_\_\_\_\_

Contact Number: \_\_\_\_\_