



BUSINESS APPLICATION INTERNET SERVICE

Section A:

Would you like City of Monroe INTERNET Service? Y or N

(If NO continue to Section B)

_____ **100 Mbps/ 10 Mbps \$131.95/month**

Internet Speed up to 100 Mbps on download and 10 Mbps upload. Plan includes unlimited Internet access via cable modem connection and dynamic IP address.

_____ **75 Mbps/ 8 Mbps \$101.95/month**

Internet Speed up to 75 Mbps on download and 8 Mbps upload. Plan includes unlimited Internet access via cable modem connection and dynamic IP address.

_____ **50 Mbps/ 5 Mbps \$71.95/month**

Internet Speed up to 50 Mbps on download and 5 Mbps upload. Plan includes unlimited Internet access via cable modem connection and dynamic IP address.

_____ **25 Mbps/ 3 Mbps \$46.95/month**

Internet Speed up to 25 Mbps on download and 3 Mbps upload. Plan includes unlimited Internet access via cable modem connection and dynamic IP address.

TECHNICAL SUPPORT INFORMATION:

Monroeaccess.net offers 24-hour technical support for Internet connection issues only. We do not provide technical support for end-user hardware and/or software problems. **CABLE MODEM USERS:** We will provide one cable modem per account. We do not provide, install, or support network cards, network adaptors, or USB interface cards. We do not provide support for routers or home networks. **PLEASE NOTE: Failure to return the cable modem when disconnecting internet service will result in a \$50.00 charge on your utility bill.**

I have read & understand the above: _____ **Date:** _____

Our Internet Department will contact you to schedule an installation appointment and to answer any additional questions.

For Office Use Only

Customer Contacted: _____

MAC ID Code:
(Please place sticker here)

Appointment Scheduled for: _____

NOTE: If the City of Monroe technician is requested to install additional outlets during your scheduled installation, a charge of \$15.00 per outlet will be added to your utility bill. If our technician is requested to come to your premises at any time other than your installation and installs additional phone outlets, the first outlet will be charged at \$25.00 and additional outlets at \$15.00.

I have read & understand the above: _____ **Date:** _____