



BUSINESS APPLICATION
CABLE, INTERNET and/or PHONE SERVICE

Date of Application: _____

CUSTOMER INFORMATION: Utility Account# _____ TAX-ID/EIN# (Required) _____

Business Name: _____

Contact Name: _____ Phone #: _____

Service Address: _____ Email: (Required) _____

Billing Address (if different): _____

Do you OWN or RENT this property? _____ If you RENT, a written letter of approval must be presented BEFORE a cable modem installation can be scheduled for phone or Internet service.

Would you like City of Monroe PHONE Service? Y or N
(If no continue to page 2)

Does the building currently have phone service? Y or N

Are you converting existing Windstream lines? Y or N How Many? _____

The City of Monroe will need a copy of your phone bill showing bill to name in able to port an existing number from Windstream. Only the person whose name appears on the Windstream bill may apply for a number port with the City of Monroe.

Please list Windstream Numbers to be converted:

(main) () () () ()

This number is to be: _____ Listed (both in directory and from directory assistance)
_____ Unlisted (in directory assistance, but not published in the directory)
_____ Non-published (not in directory nor available through directory assistance)

How would you like your business name to be listed in the directory?

Would you like an incoming toll free number set up for your business? Yes No

- Current 800 # _____
• Current Terminating # _____
• Current 800 Carrier _____

New 800 # assigned: _____

The City of Monroe will need a copy of bill showing bill to name & page of bill with toll free number listed.

Authorized Signature: _____



BUSINESS APPLICATION CABLE and/or 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 \$129.95/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 \$99.95/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 \$69.95/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 \$44.95/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: _____



SECTION B:

Would you like the City of Monroe Cable TV Service: Y or N

Basic-Expanded Cable

Basic Expanded Cable includes the complete offering of the City of Monroe's cable channel lineup. Currently, including over 75 channels and 8 HD channels. Compatible HDTV with QAM tuner is required to receive HD programming.

NOTE: If the City of Monroe technician is requested to install additional Cable TV 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 install additional phone or cable TV outlets, the first outlet will be charged at \$25.00 and additional outlets at \$15.00.

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



LANDLORD TELECOM
INSTALL AUTHORIZATION

CITY OF MONROE
P.O. Box 725
Monroe, GA 30655

I _____ give permission to my tenant,
_____, to have telecommunications service(s) installed at
_____. I understand this may include attaching wires to the exterior
of the premises and/or drilling holes in exterior walls or floors to facilitate the installation and
delivery of telecommunications service(s).

Signature

Date