



BUSINESS INTERNET SERVICE (GPON)

INTERNET INFORMATION:

Would you like City of Monroe INTERNET Service? Y or N NON-SLA Fiber _____

_____ 1000 Mbps / 1000 Mbps \$206.99/month

Internet Speed up to 1000 Mbps on download and 1000 Mbps upload. Plan includes unlimited Internet access via fiber connection and 1 dynamic IP address.

_____ 500 Mbps / 500 Mbps \$101.99/month

Internet Speed up to 500 Mbps on download and 500 Mbps upload. Plan includes unlimited Internet access via fiber connection and 1 dynamic IP address.

_____ 250 Mbps / 250 Mbps \$76.99/month

Internet Speed up to 250 Mbps on download and 250 Mbps upload. Plan includes unlimited Internet access via fiber connection and 1 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. FIBER USERS: We will provide one ONT 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 business networks. **PLEASE NOTE: Failure to return the ONT 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.

Office Use Only

Customer Contacted: _____

MAC ID Code:
(Please place sticker here)

Appointment Scheduled for: _____

CSR Signature: _____