



RESIDENTIAL APPLICATION
INTERNET and/or PHONE SERVICE

Date of Application: _____

CUSTOMER INFORMATION: Current Utility Customer: Y or N Utility Account# _____

Contact Name: _____ Phone #: _____

Service Address: _____ City/State: _____ Zip: _____

Billing Address (if different): _____ City/State: _____ Zip: _____

E-Mail (Required): _____ LAST 4# OF SSN(Required): _____

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.

PHONE INFORMATION:

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

WINDSTREAM INFORMATION:

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

The City of Monroe will need a copy of your Windstream phone bill showing bill to name in able to port an existing number from Windstream. We will also need the PIN number associated with the account. 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: WINDSTREAM PIN: _____

(main) () () ()

DIRECTORY INFORMATION:

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

How would you like the caller ID (CNAM) to display when you call someone? (15 Characters Max)

Authorized Signature: _____



Office Use Only
(CSR Initial each line)

Customer Info Complete Phone Info Complete Windstream Info Complete
Directory Info Complete Windstream Bill Attached LOA/PIN Complete

CSR Signature: _____



RESIDENTIAL INTERNET SERVICE

INTERNET INFORMATION:

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

 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.

 8 Mbps / 2 Mbps \$34.95/month

Internet Speed up to 8 Mbps on download and 2 Mbps upload. Plan includes unlimited Internet access via cable modem connection and dynamic IP address.

 2 Mbps / 1 Mbps \$21.95/month

Internet Speed up to 2 Mbps on download and 1 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: _____

CSR Signature: _____